

# City of Fort Worth, Texas

## Job Description

<b>Classification Title</b>	Chief Transformation Officer		
<b>Job Code:</b>	EX1041	<b>Job Family:</b>	Executive
<b>Pay Grade</b>	312	<b>Date Reviewed:</b>	04/26/2023
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Under general direction, facilitate and oversee the learning, performance and innovation programs supporting a continuous improvement culture aligned with the strategic work of the City; drive organizational growth through the development and execution of transformational initiatives that enhance the overall performance and modernization of the City's goals. Provides leadership, communication, project management skills and objectives; and ensure delivery of lasting value to the City. Provides overall direction and oversight to effectively deliver the business capabilities necessary to achieve the City's strategic objectives

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Serves as the executive in leading the City's budget and research function, which includes oversight of operating and capital budgeting, comprehensive planning, data analytics, strategic planning, and performance management; collaborate with executive leadership and drive cross-functional initiatives to ensure that the transformation program is aligned with the organization's overall objectives.
2. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
3. Organizes and manages a team to implement the new transformation strategy; improve and facilitate effective communication throughout the City.
4. Uses relevant data effectively in assessing the needs for departmental improvements and in communicating the City's progress toward facilitating change in its short- and long-term goals; define a new strategic vision for the organization and set clear, measurable objectives and milestones for the transformation process.
5. Advises city officials and executives in a timely manner of situations or issues that have or could lead to deviation from expected results and recommend appropriate solutions or options; drive cross-functional initiatives that result in successful business

modernization; establish metrics and progress reports in collaboration with the organization's leadership team.

6. Collaborates with other executive team members to ensure that the City meets its overall vision, align with its values and to represent, implement, and ensure that a corporate culture is maintained in the organization by setting the tone for transformation, generating enthusiasm and encouraging data backed decision making.
7. Inspires the City's leadership and its employees to embrace innovation; implements technological and other innovations to facilitate the environment of productive collaboration; communicate with City leadership on resource allocation needed for change management; identify and manage risks connected to the change management process.
8. Leads citywide assessments to identify and implement learning and process improvement opportunities and to address performance issues and make recommendations to City leadership; nurture a culture of continuous improvement and experimentation by fostering a learning environment.
9. Plans and implements strategies supporting workforce development, including organizational coaching and cross-functional project work, by modeling desired approaches, specifically in the areas of strategic plan alignment and continuous process improvement oriented to deliver high impact results.
10. Analyzes, research, implements and replicates internal best practices, and perform comprehensive program evaluations; Stay up-to-date with emerging trends and industry best practices relative to change management, business modernization, and digital transformation.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
13. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Public administration and organizational planning, coordination and execution.
- Business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- Organizational management, project management, program development and administration, and performance improvement methods.
- Principles and processes for providing customer and personal services, including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Lean Six Sigma concepts, principles, methodology and tools.

- Research design and methods and techniques (qualitative and quantitative) of statistical data collection and analysis.
  - Fiscal planning and budget administration
  - Supervision, training and performance evaluation methods.
  - Computer hardware, software and peripherals.
  - Federal, state and local policies, laws and regulations.
- **Skill in:**
    - Facilitating transformation to help prepare the organization for changes and support the actions aimed at implementing these changes.
    - Handling any obstacles that occur the process of transformation.
    - Monitoring all the processes connected to change management and hold control measures to prevent the loss of valuable resources.
    - Leading, managing and developing teams in a complex organizational system.
    - Delegating authority and responsibility while maintaining appropriate levels of accountability, operational control, and personal involvement.
    - Strategic planning, tactical execution and problem solving.
    - Research/development and data analysis.
    - Designing and delivering multiple programs, projects and tasks in a dynamic environment.
- **Ability to:**
    - Manage the multiple and complex inputs necessary for political processes and decision-making.
    - Work as a team player who values diversity, cooperation, collaboration, and mutual respect at all levels.
    - Anticipate problems, identify alternative courses of action and prepare proactive recommendations, as well as to advocate, defend and support those recommendations.
    - Demonstrate and contribute to sound decision-making in high pressure and fast-evolving situations.
    - Anticipate/mitigate risk and protect and promote the reputation of the City of Fort Worth and its leaders.
    - Interpret, oral, written, quantitative and electronic information dealing with complex abstract and concrete variables to identify, analyze, and solve management problems.
    - Establish and maintain effective working relationships with coworkers, officials, regulatory agencies, and the public.
    - Interpret and apply City policies, procedures, rules and regulations as appropriate.
    - Commit to regularly and proactively communicating across all levels of the City organization, elected officials and the Fort Worth community with consistent voice and accurate information in a timely manner.
    - Select, negotiate and work with outside vendors (new and established) to access the needed technology, tools and resources for team to deliver anticipated results.

- Maintain an understanding of the political process while avoiding personal involvement in political issues.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's Degree in Public Administration, Social or Behavioral Science, Organizational Development or related field, and eight (8) years of professional experience in program or project administration and evaluation or organizational learning and performance management, including four (4) years of supervisory experience.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.