

City of Fort Worth, Texas

Job Description

Classification Title	Performance Analyst		
Job Code:	PR2020	Job Family:	Professional
Pay Grade	610	Date Created:	08/22/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Develops and implements strategic initiatives across the City including various goals, organizational performance initiatives, performance measurement tools, and programs to increase attainment.

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. Manages the citywide performance measurement system to include aligning all department scorecards to the strategic plan by capturing data for the City and developing organizational data strategies.
2. Develops and delivers strategy management/performance measurement training curriculum; assists departments with identifying key indicators; and coaches department level liaisons to develop internal capacity.
3. Identifies, recommends, and develops key metrics and key performance indicators for various strategic plans at all levels of the organization. Coordinates the development of the citywide strategic plan and associated reporting.
4. Coordinates and communicates with other cities, entities, and organizations to collect, analyze, benchmark, and develop strategies related to comparative data.
5. Serves as system administrator for the performance measurement system; trains users and department administrators; creates and uses reports to track level of citywide strategic performance; and provides technical assistance to users.
6. Assists the Performance Manager with the Lean Six Sigma program. Mentors employees who are completing process improvement projects. Leads and/or participates on cross-functional teams in the application of Lean Six Sigma, including facilitating, educating and coaching others on process improvement philosophy, tools and applications.
7. Conducts a variety of organizational and operational reviews; evaluates effectiveness of various city operations, reviews best practices; and provides recommendations and action plans to improve systems, procedures or operation.
8. Implements and coordinates various surveys, including citywide citizen surveys. Formats surveys for online and paper users; collects responses; analyzes data for

trends, gaps and opportunities for improvement; groups, codes and summarizes narrative comments; segments data; and provides reports to departments. Serves as a resource for city departments needing survey assistance.

9. Develops, identifies, and implements communication for Performance Office, City, and for the public, including video, employee newsletter articles, policies, memos, reports, etc.
10. Performs other related duties as required.
11. 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.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Strategic planning and implementation.
- Performance measurement systems and components such as strategic planning, performance measures, and balanced scorecards.
- Business process and change management.
- Managing budgets and contracts.
- Survey design and sampling techniques.
- Market/customer satisfaction research methods.
- Data analysis techniques.
- Current industry practices.
- Lean Six Sigma concepts, principles, methodology and tools.
- Statistical methods.
- Project management techniques.
- Pertinent federal, state and local laws, codes and regulations.

- **Skill in:**

- Organization and time management.
- Analyzing statistical data.
- Delivering presentations.
- Developing and conducting training.
- Internal consulting.
- Consensus building.
- Computers and applicable software.
- Meeting facilitation.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Create and deliver curriculum.
- Recognize organizational and operational deficiencies and recommend corrective action.
- Provide business case and cost benefit analysis.
- Synthesize broad, complex topics into concise and articulate articles, reports and presentations.
- Establish and maintain effective working relationships.

- Facilitate and assist divisions/departments with the development of performance measures, targets/goals and scorecards.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

MINIMUM JOB REQUIREMENTS

Bachelor's degree in Business Administration, Public Administration, or related field and four years of experience in coordinating or leading performance management or measurement, strategic planning, organizational analysis, process improvement, or related experience.

OTHER REQUIREMENTS

Lean Six Sigma Green Belt Certification or Lean Certification within six months of hire.

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.