

City of Roswell, Georgia

JOB DESCRIPTION

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To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Planning, Performance, and Innovation (PPI) Coordinator

Department: Administration

Pay Grade: 510

FLSA Status: Exempt

Job Code: A507

JOB SUMMARY

The Planning, Performance, & Innovation (PPI) Coordinator supports the implementation of city-wide initiatives focused on innovation, performance management, and operational efficiency. This role works directly with the Deputy City Administrator/Senior Vice President of Planning, Performance, & Innovation (DCA/SVP-PPI) to ensure effective management of daily operations and strategic initiatives. The PPI Coordinator assists the DCA/SVP-PPI in collaborating with the Operational Leadership Team (OLT), facilitating cross-departmental coordination, tracking key initiatives, and providing proactive support for decision-making and workflow management.

ESSENTIAL JOB FUNCTIONS

- Supports the DCA/SVP-PPI in the development and implementation of performance measurement frameworks, assisting departments in tracking Key Performance Indicators (KPIs) to improve operational efficiency and service delivery.
- Works closely with the DCA/SVP-PPI in support Operational Leadership Team (OLT) and city leadership to ensure cross-departmental collaboration and timely execution of major projects.
- Facilitates the SVP-PPI's workflow, tracking critical deadlines, ensuring follow-ups are completed, and maintaining an organized system for meetings, deliverables, and ongoing projects.
- Coordinates and manages critical initiatives by assisting the DCA/SVP-PPI in tracking project timelines, gathering and analyzing data, and preparing reports that support data-driven decision-making across city departments.

- Assists the DCA/SVP-PPI in organizing and maintaining project documentation, including meeting notes, progress reports, and communication materials, ensuring all relevant information is accessible and current.
- Assists the DCA/SVP-PPI in the planning and execution of meetings, workshops, and presentations, ensuring that discussions are well-documented, action items are followed up on, and key stakeholders remain informed.
- Provides high-level executive support to the SVP-PPI by managing schedules, prioritizing meetings, and ensuring all engagements are well-prepared and aligned with key priorities.
- Engages with department heads, external partners, and community stakeholders to facilitate communication, provide updates on performance initiatives, and coordinate collaborative efforts.
- Ensures that action items, project follow-ups, and critical initiatives remain on track by tracking progress, reminding stakeholders of deadlines, and addressing barriers to completion.
- Manages document control, ensuring organizational processes are well-documented, accessible, and maintained in alignment with city policies.
- Acts as the gatekeeper for the SVP-PPI by screening incoming communications, managing correspondence, and directing inquiries to appropriate departments while maintaining confidentiality.
- Oversees logistics, travel arrangements, and event coordination for the SVP-PPI, ensuring all engagements are efficiently scheduled and aligned with the City's goals.
- Supports the SVP-PPI in decision-making processes by compiling data, summarizing key information, and preparing briefings that enhance operational efficiency and alignment.
- Supports the SVP-PPI's communication efforts, drafting reports, creating presentations, and preparing messaging for internal and external stakeholders.
- Maintains confidentiality and exercises sound judgment in managing sensitive information related to executive-level operations and decision-making.
- Provides a structured and organized office environment, ensuring seamless day-to-day operations that align with the SVP-PPI's strategic objectives.
- Performs additional duties as assigned to support city-wide key initiatives and organizational excellence.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires an associate's degree in public administration, Business, Data Analytics, Information Systems, or a related field; two (2) years of experience in executive-level support, project coordination, or performance management; or an equivalent combination of education and experience.
- Government experience is preferred, as well as a demonstrated ability to work across departments and support decision-making.

Licenses or Certifications:

- CEA (Certified Executive Assistant) or CAP (Certified Administrative Professional) Data analytics or process improvement certification is a plus. Must possess a valid State of Georgia Driver's License or obtain one within 90 days.

Knowledge, Skills, and Abilities:

- Knowledge of managing the workflow of a senior executive, coordinating schedules, prioritizing tasks, and handling confidential information with discretion.
- Ability to anticipate needs, manage competing priorities, and ensure alignment with strategic objectives.
- Ability to support city departments in leveraging data for decision-making and process improvement.
- Familiarity with project management methodologies, including Agile, Lean, and Six Sigma. Ability to coordinate projects, monitor milestones, and ensure timely completion of initiatives.
- Knowledge of municipal government functions, budgeting, interdepartmental coordination, and public policy. Ability to navigate organizational structures to support city-wide objectives.
- Familiarity with smart city technologies, digital tools, and automation practices. Ability to assist in implementing technological solutions that enhance city operations and service delivery.
- Ability to create clear, concise reports, presentations, and written materials for various audiences, including city leadership, stakeholders, and the public.
- Ability to engage and collaborate with employees at all levels of the organization. Ability to support efforts to break down silos and facilitate cross-departmental teamwork.
- Ability to manage multiple projects simultaneously, prioritize tasks effectively, and maintain accurate documentation of project activities.
- Ability to think critically, identify challenges, and propose creative and practical solutions that enhance efficiency and effectiveness.

- Ability to gather, analyze, and interpret qualitative and quantitative data to identify trends, measure performance, and make informed recommendations.
- Ability to support leadership discussions by preparing materials, documenting key takeaways, and ensuring follow-up actions are completed.
- Ability to work independently, adapt to changing priorities, and proactively contribute to strategic initiatives with minimal supervision.

PHYSICAL DEMANDS

The work involves light physical exertion, typically requiring some combination of stooping, kneeling, crouching, and crawling. It may also involve lifting, carrying, pushing, and pulling objects and materials weighing between 12-20 pounds. Tasks may require extended periods at a keyboard or workstation. The ability to perceive and discriminate colors or shades, sounds, odor, depth, texture, and visual cues or signals is also necessary. Some tasks also require oral communication skills.

WORK ENVIRONMENT

Work is typically conducted in environments free from adverse conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia, commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.