

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, & Innovation (PPI) Manager

Department: Administration

Pay Grade: 515

FLSA Status: Exempt

Job Code: A508

JOB SUMMARY

The Planning, Performance, & Innovation (PPI) Manager plays a key role in driving data-informed decision-making, improving processes to enhance city-wide performance, and fostering innovation within the City of Roswell. This position works collaboratively across departments, engaging with leadership and staff to enhance operational efficiency, leverage technology, and implement key initiatives. Reporting to the Deputy City Administrator/Senior Vice President of Planning, Performance, & Innovation (DCA/SVP-PPI), the PPI Manager ensures the City's strategies, projects, and initiatives align with key performance goals and community needs.

ESSENTIAL JOB FUNCTIONS

- Develops and tracks Key Performance Indicators (KPIs) to assess operational effectiveness and enhance accountability across city departments.
- Collaborates with department leaders to create business plans, performance dashboards, and reporting structures to measure progress toward key objectives.
- Analyzes data to identify trends, operational gaps, and opportunities for process improvement.
- Defines & measures process challenges, analyzes root causes, supports the implementation of workflow improvements, and controls workflow enhancements to ensure improvements are sustained.
- Leads initiatives to streamline operations, reduce inefficiencies, and improve service delivery by leveraging data, technology, and best practices in municipal management.

- Works closely with the Operational Leadership Team (OLT) and department heads to foster a culture of innovation and cross-departmental collaboration.
- Partners with the Director of IT to ensure departments effectively utilize technology and data analytics to optimize operations and decision-making.
- Supports city-wide efforts to enhance data governance, cybersecurity, and digital transformation, including the integration of smart city technologies and automation solutions.
- Works with the Director of Communications to align planned messaging with city initiatives, ensuring transparency, and effective public engagement.
- Assists in developing communication plans that enhance internal and external stakeholder engagement, providing residents with clear and accessible information on city performance and innovation efforts.
- Supports the Director of People & Culture (HR) in promoting leadership development, workforce planning, and employee engagement initiatives that align with the city's performance and innovation approaches.
- Assists in identifying training opportunities that build a high-performing, forward-thinking workforce.
- Works with the Operational Leadership Team (OLT) to ensure that all major projects have clearly defined objectives, milestones, and measurable outcomes. Coordinates with departments to track progress, provide technical assistance, and ensure alignment with city-wide priorities.
- Engages with external partners, research institutions, and industry experts to bring new ideas and best practices into the city's innovation and performance management efforts. Identifies grant opportunities and strategic partnerships that support city initiatives.
- Assists the SVP-PPI with special projects and related tasks.
- Performs additional duties as assigned to support city-wide initiatives and organizational excellence.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires a Bachelor's Degree in Public Administration, Business Administration, Data Analytics, Information Systems, or a related field.
- Three (3) years of experience in performance management, strategic planning, project management, or organizational development.
- Government experience preferred, with a demonstrated ability to work across departments and influence decision-making.

Licenses or Certifications:

- Project Management Professional (PMP) or Lean Six Sigma Certification preferred.
- 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 performance management and data analytics, including expertise in designing, implementing, and refining Key Performance Indicators (KPIs), benchmarking methods, and performance dashboards to measure and improve city operations. Strong ability to interpret complex data sets and translate findings into actionable insights for decision-making.
- Knowledge of process improvement and operational efficiency with a strong understanding of Lean, Six Sigma, and continuous improvement methodologies to streamline workflows, enhance service delivery, and optimize interdepartmental collaboration. Ability to analyze operational challenges, identify inefficiencies, and implement process enhancements to improve overall city performance.
- Knowledge of government operations and public administration, including municipal government functions, policy development, budgeting, procurement, regulatory compliance, and interdepartmental coordination. Ability to navigate bureaucratic structures and drive policy alignment across city departments.
- Ability to lead cross-departmental planning efforts to ensure goal setting, accountability measures, and measurable outcomes.
- Ability to support data governance, cybersecurity best practices, and digital initiatives that improve public engagement and service efficiency.
- Collaboration and stakeholder engagement experience with strong interpersonal skills to engage, coordinate, and lead cross-functional teams, city leadership, elected officials, and external partners. Ability to foster an innovation-driven culture by facilitating partnerships between government, the private sector, research institutions, and community organizations.
- Ability to work closely with IT leadership to implement enterprise-wide technology solutions, workflow automation, and cloud-based platforms that support strategic goals.
- Strong ability to build consensus, manage resistance, and promote continuous learning within municipal operations.
- Ability to work across departments to build capacity, align objectives, and ensure accountability in achieving city-wide goals.
- Problem-solving and critical thinking abilities to approach complex challenges with a strategic and analytical mindset, leverage research, data analysis, and stakeholder input to develop solutions that drive measurable impact.
- Ability to support executive discussions by preparing materials, documenting action items, and ensuring follow-up execution.
- Ability to adjust to evolving priorities, anticipate challenges, and identify emerging opportunities

for innovation.

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.