

## **Chief Innovation Officer (CINO)**

### **Classification Code:**

**Department:** Office of the City Manager

**Union:** Not Applicable, Nonunion position

**Classification:** FLSA Exempt (Administrative)

### **GENERAL STATEMENT OF DUTIES**

The CINO is a strategic and forward-thinking individual that will challenge current practices throughout the organization and develop and oversee the organizations strategies for technology, innovation and digital communication. The CINO will focus on providing direction, policy and procedures that are in-line with the Six Sigma approach to lean government.

### **SUPERVISION RECEIVED**

Work is performed under the general supervision of the City Manager and will act as an internal efficiency consultant to the organization.

### **SUPERVISION EXERCISED**

Supervision will be limited to interns or project related consultants.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

An employee in this class may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform).

- Provides a forward leaning approach to technology investments based on available funding, potential for cost savings and improvement of service delivery to the public. Develops policies, procedures, and business processes for information technology, including developing, implementing and managing a technology master plan
- Supervises and determines technology needs organization wide including hardware, software, social media, phones (both mobile and landline) and policies
- Leads and directs all forms of current and new social media for the organization as a whole
- Seeks out potential opportunities with local organizations to enhance municipal operations through collaborative efforts
- Provides support to the management team in developing and researching improved methods of service delivery for each department
- Identifies internal governmental inefficiencies and evaluates processes as required
- Adapts and implements new, creative, data-driven solutions to traditional problems, both within technology and operations
- Advocates for best practices in local government and focuses review efforts in a positive and constructive manner

- Transitions the organization to a more innovative and tactical environment to become a partner in the external entrepreneurial process
- Fosters a culture of innovation within the City that is invigorated and receptive to new ideas and operational enhancements
- Works to develop and incorporate lean six sigma principles to drive systemic collaboration, determines waste and inefficiencies, and reduces variations within organizational process
- Performs special assignments and manages special projects as directed by the City Manager
- Assists in preparing the annual budget and capital improvement plan
- Conducts research for the drafting of ordinances, resolutions, notices and other official city matters
- Assists the City Manager with coordination of public relations efforts by preparing news releases and other external communications
- Manages public records in the possession of the City Manager's Office in accordance with the appropriate Record Retention and Disposal Schedules
- Assists in receiving and screening incoming correspondence, telephone calls and visitors by using independent judgment to forward or reply appropriately as well as assist in managing the City Manager's calendar by independently scheduling appointments
- Plans and executes events and meetings, including procuring services as necessary
- Responds to requests for information from the City Manager, City Council, boards, commissions, outside agencies and residents
- Manages various confidential documents and records pertaining to City affairs
- Responds courteously and tactfully to the public in answering questions, explaining City and department policies, and handling complaints. Resolves complex and sensitive customer service issues, either personally, by telephone or in writing
- Represents the City to the public, community organizations and other government agencies as directed by the City Manager
- Performs related work as assigned

#### **PERIPHERAL DUTIES AND RESPONSIBILITIES**

- Attends and participates in professional organization meetings, seminars and workshops to stay abreast of innovations and new trends related to duties and responsibilities
- Communicates the City's plans, policies, and procedures to City Council, staff, the community and others both orally and in writing
- May serve as staff liaison to one or more advisory boards or commissions

#### **MINIMUM QUALIFICATIONS**

##### *Education and Experience:*

- A Bachelor's degree from an accredited college or university with major course work in business or public administration, or a closely related field; and
- A Master of Public Administration degree from a NASPAA accredited program is preferred; and

- One (1) year of administrative experience involving a variety of research, budgeting or management activities (internships may be included); or
- Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.
- Must have or be willing to obtain a lean or six sigma green belt certification

*Necessary Knowledge, Skills and Abilities:*

- Knowledge of basic laws, ordinances and regulations affecting the operation of municipal government
- Knowledge of governmental budgeting and record keeping practices and principles
- Capable of being an implementer, thriving on managing a variety of key projects simultaneously, often under tight deadlines
- Extensive success in writing and editing experience (externally focused) with a variety of print and online communications media. Must have demonstrated experience with new media technologies
- Basic knowledge of policy analysis concepts and measurement techniques
- Knowledge of municipal methods, practices and procedures
- Innovate thinker, with a track record for translating strategic thinking into action plans and output
- Has a passion for progress and continuing improvement
- Basic knowledge of principles, methods, practices and techniques of managing a municipal telecommunications and information system
- Skill in dealing with the public, citizen groups and other employees with a commitment to work collaboratively
- Skill in presentations and public speaking
- Skill in the operation of listed tools and equipment
- Ability to self-start, work independently and maintain an entrepreneurial spirit
- Ability to assemble data and to effectively prepare and present accurate records and reports
- Ability to communicate effectively both orally and in writing with diverse audiences
- Ability to coordinate all elements of events and meetings
- Ability to demonstrate integrity, ingenuity and inventiveness in the performance of duties and responsibilities
- Ability to direct the work of others as needed
- Ability to establish and maintain effective working relationships with a variety of appointed and elected officials, staff, outside agency personnel, community members, the media and general public
- Excellent judgment and creative problem solving skills, including negotiate and conflict resolution skills with both co-workers, vendors and residents. Ability to keep immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems

- Ability to lift and transport equipment
- Ability to operate a motor vehicle
- Ability to operate office equipment and a personal computer using program applications appropriate to assigned duties
- Ability to plan and organize work activities
- Ability to represent the City at internal and external meetings
- Ability to understand and follow complex oral and written directions and instructions
- Ability to work nights and weekends and travel when required

#### **SPECIAL REQUIREMENTS**

- Valid Michigan Driver's License or ability to obtain one.

#### **TOOLS AND EQUIPMENT USED**

- Personal computer including database, e-mail, spreadsheet and word processing software
- Automobile
- Calculator
- Copy machine
- Fax machine
- Telephone

#### **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.
- While performing the duties of this job, the employee is frequently required to hear, sit, stand, talk, walk and visit other locations. The employee is frequently required to use arms and hands to feel, finger, grasp, handle and reach to adjust and operate computer and production equipment. The employee is occasionally required to balance, bend, climb, crawl, crouch, kneel and stoop. The employee is occasionally required to manipulate (lift, carry, move, etc.) up to 50 pounds.
- Specific vision or other powers of observation required by this job include the ability to use close vision to operate computer and production equipment, comprehend electronic, video and written material at arm's length or less (distinguish letters and numbers); the ability to adjust focus; and the ability to see in detail objects or printed material at greater than arms length.
- Specific hearing and speech or other communication capabilities required by this job include the ability to communicate effectively in person and via telephone.

## **WORK ENVIRONMENT**

- 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.
- The noise level in the work environment is usually quiet while in the office, and moderately loud when in the field. While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

## **SELECTION GUIDELINES**

- Formal application, rating of education and experience, oral interview, and reference check. Job-related tests may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Supervisor: City Manager Appointing Authority: City Manager Effective Date: February 21, 2013.