

CITY OF CHATTANOOGA

Classification Specification Title: Director of Innovation of Special Projects

Department: IDP

Pay Grade: GS.14

Supervision Received From: Administrator IDP

FLSA Status: Exempt

Supervisory Responsibility For: Manager

Established Date: 6/29/07

Innovation Program

**Revision Dates: 4/1/25;
10/20/23; 6/29/23**

CLASSIFICATION SUMMARY:

Incumbent in this classification is the development, maintenance and growth of the city's innovation and continuous improvement program so that the city's services and programs best serve Chattanooga. Duties will also include working with external partners to address goals and priorities laid out in the city's strategic plan. Works under general supervision.

SERIES LEVEL:

This is a standalone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Manages the city's innovation and continuous improvement program. This includes leading innovative and continuous improvement projects when necessary, supporting innovative and continuous improvement projects and teams within the city, and developing the internal capacity and right conditions for continuous improvement and innovative approaches to tackling some of the most difficult problems facing the city.

Manages staff, which includes: prioritizing and assigning work; coaching team members to grow their skills and abilities; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Develops frameworks and programs to support the city's innovation and continuous improvement efforts.

Leans into some of the city's largest cross-departmental problems and facilitates collaborative problem solving to achieve win-win outcomes.

Understand and tell stories about the impact and reach of the city's innovation and continuous improvement efforts.

Foster a culture of innovation and continuous improvement within city government that prioritizes the lived experience of those most impacted by city policy, programs or services. Foster a fail forward culture that celebrates and learns from failure instead of hiding and ignoring them.

Convene individuals, teams, organizations and whole systems to help create virtuous learning cycles that are human focused. This includes, engaging and partnering with the broader community and outside organizations for collective impact.

Incumbents may be subjected to travel.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Business/Public Administration, Technology or a closely related field and three (3) to four (4) years progressively responsible operational, management and IT experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid driver's license

KNOWLEDGE AND SKILLS:

Knowledge of managerial and leadership principles and practices; human centered design and design thinking; innovation delivery approaches; continuous process improvement (lean management, six sigma); training methods and principles; qualitative research and data analysis techniques; structured project methodologies and project planning tools; policy and procedure development practices; program development; project management principles; complex adaptive system; communication and storytelling techniques.

Skill in empowering and supporting the work of subordinate staff; prioritizing and assigning work; operationalizing departmental values into a set of lived behaviors; complex problem solving; applying lean management and six sigma principles; deep empathy and emotional intelligence; using computers and related software applications; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies, and procedures; making program decisions based on financial considerations; mediating conflict and having difficult conversations; researching and resolving problems; preparing a variety of reports; and,

communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require: talking, hearing, feeling, and seeing.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. 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.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.