

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Manager Change Enablement**

**Department: Executive Branch**

**Pay Grade: GS.12**

**Supervision Received From: Dep. Chief Operating Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 12/16/22**

**Revision Dates: 4/16/25;**

**2/19/25; 10/20/23; 9/16/22**

**\*This is an Appointed Position\***

### **CLASSIFICATION SUMMARY:**

Incumbents in this classification contribute in the administration and integration of process improvements and other system changes impacting the Ways of Working that drive achievement of city goals. This position works collaboratively with all city departments, from leaders to front-line team members to community members; training and coaching; embedding policy, procedures, and processes that enable the change to take root. Incumbent utilizes critical thinking skills, as well as strong problem-solving, data analysis, and relational skills.

**SERIES LEVEL:** This is a stand-alone 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.)*

Regularly demonstrate and live the city values: Serve others with urgency, Treat others with dignity & respect, Be a problem solver, and Do the right thing.

Work in conjunction with the Deputy Chief Operating Officer (DCOO) and the Project Managers in implementing change management practices that yield lasting results for Chattanooga and solve persistent problems facing our community.

Develop and revise training materials, one-pagers, and other documents that promote the adoption of change initiatives, and deliver training to teams and departments as needed.

Develop and revise training materials on problem-solving and data management, and deliver training to teams and departments for building data-informed, inquisitive leaders and empowered employees equipped to see opportunities and solve problems.

Attend cohort meetings and engage with departments to find opportunities for improvement to ensure a full workload that drives toward outcomes and goals.

Coordinate change initiatives and innovations within departments, including managing teams within departments working on innovative projects and process improvements.

Manage the Innovation fund, to ensure it is utilized effectively to drive innovation improvements across the city. This includes leading the meetings (or assigning a designee when unavailable), monitoring the spend and fund balance, and preparing for and leading meetings with the Cost Savings Committee.

Be a champion for change; Coach and mentor individuals and teams to foster desire and enthusiasm to embrace the change initiative and take action to improve.

Work with Project Managers' outcomes from their projects by coaching team members and by creating/revising process maps, procedures, and work instructions, to ensure lasting outcomes.

Develop project plans in Monday.com for initiatives assigned to you, and maintain updates, notes, and other fields in the plan.

Cultivate relationships with community partners, users of city services and programs, city leadership and frontline city staff.

Lead Rapid Problem Solving (RPS) Events in various departments, training participants to lead RPS events by demonstrating success through the process.

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 or related experience in city government and/or related field experience.

Two (2) years of experience, preferably in a function including demonstrated ability to analyze data, solve problems, participate in lean/continuous improvement activities, or drive change.

An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Knowledge of project management principles and practices; best practices for change management and/or lean/continuous improvement methodology. Research methods, data collection and analysis. Broad understanding of the functions and work environment of municipal government.

Skill in critical thinking and developing city-wide connections. Initiating and leading entity-wide system and process changes. Managing technology projects within scope, time, and financial constraints. Creating and executing test scripts and analyzing results. Collecting, compiling and analyzing complex data utilizing a variety of spreadsheet, analytical and other software for testing analysis. Preparation of reports for management and diverse groups. Working independently with little direction while conveying information and receiving direction. Communication, both oral and written.

#### PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

#### WORK ENVIRONMENT:

Sedentary Work: Exerting up to 25 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.