



## Salt Lake City Corporation, Human Resources Department

Job Title: **Chief Innovation Officer**  
Job Code Number: **xxxxxx** FLSA: **Exempt**  
Pay Level: **039** EEO Code: **1**  
Bargaining Unit: **000** Benchmark: **Executive / Administrative**

### **JOB SUMMARY:**

Working under the general direction of the Chief Administrative Officer (CAO), incumbent is responsible for managing the innovation process within the City and providing the necessary ecosystem that allows ideas to germinate, take root and flourish. Works closely as a management consultant to departments to develop and inspire the creation and implementation of data-driven best practices in municipal government and foster a culture of innovation, efficiency, and process improvement. Focuses on identifying and scaling creative ideas that work throughout the City's business, operational, and administrative functions. Implements solutions in partnership with internal and external stakeholders. Acts as a strategic and forward-thinking catalyst for change throughout City Hall and identifies opportunities to improve, adapt, and implement creative, data-driven, comprehensive solutions to traditional, technological, and operational problems. Drives the organization towards innovative solutions. Assists with and coordinates the implementation of citywide administrative and policy initiatives. May direct and/or supervise staff and program functionality in the Mayor's office.

This is an appointed, at-will position without tenure and exempt from the career service system.

### **TYPICAL DUTIES:**

1. Formulates and implements effective new ideas and innovative strategies and incorporate them into the City's plans.
2. Researches and analyzes trends in local government to forecast future changes in practices, processes, and programs; explore and import innovations from other communities for testing where they may be applicable.
3. Utilizes quantitative and research methods to identify opportunities for improvement in operations and services throughout the city. Analyzes and researches a variety of administrative and operational issues/problems/opportunities and provide sound solutions or courses of action; establishes and maintains systems for measuring, monitoring and reporting on operational and management performance citywide.
4. Formulates solutions and provides implementation alternatives to various governmental systems, processes, and service delivery models and delivers recommendations to the mayor, city council, departments, and outside agencies.
5. Evaluates the progress of innovation and adjust the pace or direction of new projects in accordance with the city's various strategic priorities.

## **Chief Innovation Officer - Cont.**

6. Provides citywide oversight of metrics and data analytics to facilitate strategic utilization of data.
7. Forges partnerships with local community groups, companies, universities and school systems that can support the research and development of innovative solutions.
8. Works in partnership with the Chief Information Officer on identification, development, and testing of civic technologies and projects that advance the city's Open Government mission; ensures a forward-thinking, cohesive, and strategic approach to technology in support of all municipal business units.
9. Represents the city and serves as liaison and convener with other local, state and federal agencies and related NGOs to align community innovation with broader regional and national programs.
10. Leads multi-functional, cross-departmental teams that may consist of employees from all levels of the organization.
11. Develops and equips managers in their role as change agents and leaders of innovation in their respective departments.
12. Performs highly responsible and complex administrative work related to planning and managing the activities of assigned departments and units; develops short- and long-range plans, goals, and objectives with clear objectives, outcomes, and performance measures.
13. Advises city leaders on the effective, efficient, and economical management of the areas of assignment; submitting reports; monitoring grant opportunities (i.e., local, state, federal, private) to add innovative capacity to city operations.
14. Performs other duties as assigned.

### **KNOWLEDGE AND SKILL REQUIREMENTS:**

#### Demonstrated knowledge of:

- Complexity management, organizational alignment and change management, supported by complex technology operations.
- Fiscal management, including budget preparation, expenditure control, and record keeping.
- Management and supervisory principles and practices.
- Leadership theories and practices, work styles and teambuilding.
- Principles and practices of municipal administration, functions, services and organization.
- Advanced project management skills.
- Organizational development principles and practices.
- Innovation and continuous improvement principles and practices.
- Management and supervisory principles, practices and methods.

#### Demonstrated skill in:

- Interacting with a variety of agencies and departments, community groups, elected officials, and advocates.
- Developing program goals and objectives.
- Developing program goals and objectives and directing, conducting and implementing planning activities.

- Identifying new ideas, potential opportunities and ways of working by leveraging technologies; ability to frame problems and perspectives
- Analyzing and evaluating program operations and develop and implement corrective action to resolve problems.
- Establishing and maintaining effective working relationships with department management, employees, city council members, other agencies, and the general public.
- Representing the city to external contacts and customers at the highest professional level.
- Communicating effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.
- Facilitating group decision making and resolve complex problems at a high level of complexity.
- Building and maintaining strong internal and external relationships
- Influencing others toward process improvement, developing effective means to challenge assumptions and "usual" ways of doing things.
- Presenting complex concepts and issues to a wide variety of audiences in an effective and understandable manner.
- Communicating effectively both orally and in writing, regarding complex technical issues.
- Assembling, organizing and presenting complex statistical and factual data derived from a variety of sources.
- Analyzing and interpreting complex data and information; direct others involved with analysis.
- Remaining current with technical developments in the field.

**WORKING CONDITIONS:**

- Light physical effort. Intermittent sitting, standing and walking. Comfortable working conditions.
- Considerable exposure to stress resulting from complex problem solving, stringent project deadlines, and liaison work between City departments, Mayor's Office, politically powerful community groups, and the City Council.

**A TEN YEAR PERSONAL, CRIMINAL AND EMPLOYMENT BACKGROUND CHECK IS REQUIRED FOR THIS POSITION.**

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

***All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.***

**Position Review Information**

Date: 3-31-2020

Departmental Approval: Lisa Shaffer, Deputy Chief of Staff

HR Consultant Approval:

Compensation Approval: David Salazar

Notes: New job/position