



Performance and Accountability Analyst I #03196

City of Virginia Beach – Job Description

Date of Last Revision: 09-21-2021

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 8

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Evaluate City-wide organization effectiveness and develop strategies to achieve organizational excellence. Develop strategies and methods for helping the organization achieve Council's vision and the mission and strategic initiatives of the City of Virginia Beach. Performs standard professional work in data analysis and projects related to process and continuous improvement in the areas of quality, operations, productivity, and cost using continuous improvement methodologies, data, and tools.

Representative Work Functions and Responsibilities

Adhere to the City's vision, mission, and goals clearly and concisely, as it relates to external customers and organizational employees of all levels.

Assist in the development of strategies for improving performance and maximizing the effectiveness of the organization.

Maintain and analyze data to help determine the effectiveness of programs and operations. Perform in-depth research and analysis, including the review of available datasets to develop recommendations to enhance operations and effectiveness.

Work with Departments and City Council appointed Boards and Commissions to establish vision, goals, strategies, and work plans.

Assist City-wide departments in aligning projects and processes with the City's organizational mission and values. Assist in consultations with organizational leaders, department directors, and key stakeholders on how best to measure success.

Assist departments with the development, analysis, and use of performance measures and related reporting.

Assist with survey design and analysis of survey data.

Assist with the development and delivery of classroom training and small team coaching related to performance measures, strategic planning, process improvement, and related management techniques

Assist with preparing, analyzing, reconciling, and translating performance measures, benchmarking, and

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related data (qualitative and quantitative) into strategic recommendations and action plans.

Conduct research and compile data used to formulate recommendations for program enhancements.

Assist with leading process improvements and program evaluations.

Contribute to the ongoing web presence of the department.

Assist with the management of complex and significant strategic planning projects, including the City's Strategic Plan and departmental performance plans.

Play a key role in the development of a continuous improvement culture throughout the City of Virginia Beach.

Manage budget for individual projects within the Office.

Prepare materials for and participate in performance review ("stat") sessions. Serve as lead for assigned stat programs.

Provide specialized support to customer departments as needed in times of crisis and emergency situations.

Develop knowledge of departmental operations within assigned portfolio.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Accurately carry out required programs and activities of the Office of Performance and Accountability in accordance with the City's mission and values; assume responsibility for the collection and assessment of data for strategic planning, performance management, and process improvement; collaboratively design processes to assess, diagnose or resolve organizational issues; effectively utilize modern tools of analysis to assist departments in aligning projects and processes with the City's organizational mission, values, and priorities, analyze municipal and other data for opportunities to improve City performance, services, and transparency; successfully facilitate routine trainings and workshops; communicate effectively both orally and in writing with co-workers and other municipal personnel to achieve results and ensure alignment with the City's mission and values; consistently work within established deadlines; and effectively manage available resources.

Minimum Qualifications

Requires a Bachelor's degree in, Public Administration, Public Policy, Data Analytics, Business Administration, or related field and two (2) years of related experience data analytics, performance management, strategic planning, or process improvement; or any combination of related education and experience equivalent to six (6) years.

Must have a current and valid driver's license.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

May travel and work occasional evening and weekend hours.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of public administration, performance management, strategic planning, and local government financial and management concepts.
2. Knowledge of modern research techniques and methods.
3. Knowledge of continuous process improvement principles and methods as they relate to government practices.
4. Knowledge of interpersonal and group dynamics practices.
5. Knowledge of computer hardware and software commonly used in municipal government.
6. Knowledge of business and management principles involved in strategic planning and resource allocation techniques.
7. Knowledge of communications strategies.
8. Knowledge analytical and statistical concepts and tools (including Microsoft Excel).

B. Skills

1. Skill in conflict resolution.
2. Skill in preparing effective reports and presentations.
3. Skill in conducting comprehensive research.
4. Skill in using microcomputers and related software to perform research and analysis.
5. Skill in synthesizing and interpreting data.
6. Skill in building and supporting teams.
7. Skill in working independently under minimal supervision.
8. Skill in active listening and delivering effective communication verbally and in writing.
9. Skill in working collaboratively to identify common goals.
10. Skill in creativity, problem solving, and critical thinking.

C. Abilities

1. Ability to maintain confidentiality.
2. Ability to work effectively with individuals and groups with diverse backgrounds.
3. Ability to manage multiple projects and competing priorities simultaneously.
4. Ability to build and maintain excellent working relationships.
5. Ability to manage projects with multiple stakeholders and non-line authority.
6. Ability to understand and apply research systemically.
7. Ability to comfortably speak publicly.
8. Ability to comprehend and analyze organizational and procedural problems and make sound recommendations and conclusions.
9. Ability to analyze and evaluate the effectiveness of program operations in meeting established goals and objectives.
10. Ability to work independently and make independent decisions, but seek guidance when uncertainties arise

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make

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reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

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