

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

PERFORMANCE RESULTS ADMINISTRATOR

DEFINITION

Located in the Department of Management only, directs/promotes an enterprise-wide or statewide performance management and improvement or risk management program, or leads the statewide Empowerment program. Program encompasses one of the following performance results initiatives – Organizational Development, Planning and Deployment, Performance Measurement and Reporting, Performance Auditing, Empowerment or Risk Management; plans enterprise-wide or statewide activities and coordinates ongoing performance management and improvement or risk management activities; oversees statewide performance management and improvement or risk management training/development; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Directs an enterprise-wide or statewide performance results/process improvement program; develops, manages and continuously improves all major program components including capacity building, project selection, implementation and sustainability; responsible for identifying enterprise or statewide performance management and improvement opportunities/projects or risk management strategies and establishing long-range program goals, objectives and requirements.

Oversees a budget including money for staffing, travel and promotional/informational expenses (i.e., books, research papers, dues/subscriptions); identifies/secures alternative funding.

Drafts or directs the drafting of administrative rules, legislative proposals and policies/procedures; determines their impact and informs IGOV, IDOM and agency leadership.

Identifies, develops, implements and leads improvement of enterprise-wide or statewide program policies and procedures that support internal/external customer satisfaction, sound risk management principles and ensures a balance between strategic/tactical events.

Acts as an interface between different state agencies to ensure proper communications and priorities are established; champion's performance management, process improvement activities, or risk management practices to achieve results and promotes activities.

Directs enterprise-wide or statewide activities/initiatives and establishes enterprise or statewide project priorities and objectives; selects cross-functional team members/leaders and provides leadership/direction to the project leaders and teams.

Oversees agency team leader training and members on enterprise-wide performance management/continuous improvement techniques, or risk management strategies/practices; determines method, timing and content of the training with a goal of integrating continuous improvement into enterprise culture; coordinates Department of Management enterprise-wide training, including trainers and training materials from both internal/external sources.

Monitors progress of projects documented during performance management/process improvement projects; conducts ongoing status/formal reviews with agency management to insure projects are implemented and savings documented/maintained.

Benchmarks world-class business performance management, process improvement initiatives and risk management practices; establish tangible measures of time, cost and quality throughout all agencies/divisions.

Serves as a key player in activities that involve representatives from the community, business, politics, and service providers; maintains contact with businesses, interest groups and other public/private organizations through written business communications (reports, letters, memos and position papers) and makes oral presentations.

COMPETENCIES REQUIRED

Knowledge of the principles, theories, techniques and trends applicable to public administration including performance management and improvement, labor relations, objective and plan development, coordination, communication, evaluation, public relations or risk management.

Knowledge of the organizational structure, functions, procedures, and applicable regulatory requirements for agencies in the executive branch of state government.

Knowledge of source materials, guidelines, and methods which can be used to resolve complex problems not always covered by precedents.

Knowledge of the state and federal legislative and governmental processes.

Ability to learn the social, environmental, legal, technological, financial and political factors impacting the programs, projects, and services delivered in the executive branch of state government.

Ability to coordinate projects and other projects without use of supervisory authority.

Ability to speak to groups and individuals with a wide variety of communication skills, interests, needs, and conflicting views in order to persuade, interpret, and inform.

Ability to solve complicated program administrative and governmental services delivery problems requiring evaluation of complex information from a variety of sources with few precedents.

Ability to identify and analyze problems, situations, or human relations from different perspectives that allow opportunities for new or innovative solutions that meet the business needs of the organization.

Ability to develop and foster teamwork and motivate a group not bound by organization authority.

Ability to analyze diverse, complex data and identify trends for application to business needs of the organization, including basic math and statistics.

Ability to plan and implement performance results methodology in State departments.

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

Ability to write reports, business correspondence and procedural manuals.

Ability to operate personal computers, and use word processing, spreadsheet, power-point and database software applications.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university and experience equal to six years of full-time progressively responsible performance management, management-oriented process improvement or risk management work;

OR

an equivalent combination of education and experience substituting 30 semester hours of graduate level coursework oriented toward process improvement or risk management for each year of the required experience to a maximum substitution of two years;

OR

completion of an accredited performance management, process improvement or risk management certificate program may be substituted for one year of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full-time work as a Performance Results Facilitator.

Effective Date: 9/08 SH