Title: **Organizational Performance Project Manager**

Dept.: **Strategy**  
Job Code Number: **20014**

Reports to: **Director of Strategy**  
Grade Number: **20, Non-Represented**

Effective Date: **July 2018**  
FLSA Status: **Exempt**

The Strategy Department leads organizational performance management and guides strategy development so that King County Library System (KCLS) delivers quality services, makes informed and transparent decisions, and achieves its goals.

**General Position Summary:**

Manage complex strategic and organizational performance improvement and innovation projects and initiatives consisting of research and feasibility studies; planning, measuring and evaluating; staffing, financial and other impact analyses; and other assigned specialized functions. Oversee and conduct quality control on data collection and data collection methods used in order to ensure valid reliable processes, procedures, quality surveys which are used to improve system efficiency, effectiveness and aid in decision making processes.

Act as an internal consultant to other KCLS departments and collaborate in developing, designing and improving their key management processes, projects and tools, and other assigned activities. Deliver presentations and trainings contributing to thought leadership and thought development in area of expertise.

**Essential Duties/Major Responsibilities:**

1. Implements and manages complex special projects and innovative initiatives including leading and coordinating multi-disciplinary, cross-departmental project teams.
2. Gathers, prepares, interprets and presents quantitative and qualitative analytics, reports and correspondence for use in strategic decision-making. Identifies and presents alternatives and recommendations based on findings.
3. Acts as a strategic planning partner to KCLS leadership and department staff by providing studies and analyses including but not limited to feasibility and research studies, program and service planning evaluation, and budget and staffing analysis.
4. Facilitates outcomes-based evaluation by leading conversations to determine whether KCLS efforts and resources are achieving the intended results. Identifies the data needed to evaluate results of programs/services/projects, gathers and interprets data accurately, and communicates objective results.
5. Manages the recording, analysis and reporting of organization-wide, system-level statistical data to ensure consistency, accuracy, completeness and relevance to KCLS goals and objectives. Tracks, analyzes and provides feedback on trends.
6. Develops and recommends effective strategies to support the work of the Director of Strategy and support the success of the KCLS Strategy. Advocates for the adoption and
integration of such strategies into service planning and operations. Conducts ongoing evaluation of the impacts/results of such strategies and recommends new approaches, as needed.

7. Proactively identifies and assesses potential obstacles to the achievement of strategic initiatives, policy and or funding issues.

8. Plans and coordinates the implementation of policy that supports the organization’s strategic priorities.

9. Serves, liaises and/or represents KCLS with members of the public within areas of assigned responsibility.

10. Keeps informed of changing trends or emerging initiatives within area of assigned responsibility.

11. Prepares requests for information, qualifications and/or proposals, evaluates proposals, negotiates vendor contracts; oversees and manages contracted services in assigned program areas.

Secondary Duties:

1. Provides support to the KCLS Foundation on various grant funding applications, including provision of information around outcomes and means of evaluation.

2. Participates in departmental and organizational budget development, as needed; prepares reports and analyses related to impact of budgetary decisions and/or prepares financial forecasts.

3. Other related duties as assigned.

Core Competencies:

Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Vision and Strategic Thinking
Supports, promotes, and ensures alignment with the organization’s vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization’s values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.
Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately.

Interpersonal Savvy
Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

Managing Change
Embraces organizational changes and their rationale, models behavior needed during improvements in organization’s effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

Teamwork/Collaborating
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrates their own and team members’ strengths and differences.

Organizing and Planning
Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

- A Master’s degree in Public Administration, Business Administration, Library Science or related field.
- Five to eight years of experience in project and/or program management of increasing complexity.
- Experience in library or other public sector environments a plus.
- Or any equivalent combination of education and experience that provides the knowledge, skills and abilities to perform the duties and responsibilities of the classification.

Knowledge:

- Extensive knowledge of strategic thinking for planning and goal setting activities, including resolving problems and dealing with uncommon situations.
- Extensive knowledge of program and project management best practices and process development.
Considerable knowledge of change management practices.
Working knowledge of methods used to investigate community needs and interests, and methods for providing resources.
Comprehensive knowledge of general management principles, especially planning and budgeting.
Working knowledge and skills in finance, including cost/benefit analysis.
Comprehensive knowledge of and ability to apply diverse leadership styles and skills.
Considerable knowledge and support of intellectual freedom.

Ability to:

- Intellectually engage with strong interpersonal and communication skills, and develop the trust of the organization through expert knowledge and professional behavior.
- Actively cultivate and maintain effective relationships with diverse audience ranging from staff and patrons to community organizations, public officials and boards.
- Articulate the organization’s strategic direction to a wide variety of audiences, and drive change initiatives.
- Influence others, listen actively, negotiate to a successful resolution, demonstrate initiative and engage in effective problem solving.
- Adapt to changing needs, recognize and set priorities, practice initiative and independent judgment in decision-making.
- Analyze complex and sensitive organizational issues, evaluate and develop innovative alternatives in order to make recommendations for problem resolution and implement decisions expediently.

Skill In:

- Planning, measurement, evaluation and reporting techniques and tools
- Quantitative and qualitative data analysis
- Developing ideas in a highly collaborative environment and executing on creative ideas.
- Evaluating quality, relevance and effectiveness of programs, services, methods, activities, systems, procedures or collections in assigned areas.
- Processing and understanding complex or ambiguous information and circumstances in order to make sound decisions.
- Listening, understanding, and translating into actions, competing interests from varied KCLS constituencies.
- Generating and revising governing library policies and System-wide procedures.
- Business analysis, cost/benefit analysis, risk analysis, and project prioritization.
- Proficiency with word processing, spreadsheet and project management software.

SPECIAL REQUIREMENTS

Valid Washington State Driver’s License.

PHYSICAL DEMANDS
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The position requires frequent sitting, talking or hearing, and use of hands to handle, grasp, keyboard, and mouse; occasional driving, walking and reaching. It also requires close, distance, and peripheral vision and the ability to adjust focus. Must be able to communicate with staff and the public. The employee must seldom push and pull wheeled carts up to 20 pounds, seldom lift and carry boxes weighing up to 35 pounds, and frequently lift and carry library materials/equipment weighing up to 10 pounds.

WORK ENVIRONMENT

Work is performed in a normal office environment. While performing the duties of this job, the incumbent is frequently required to sit and talk or hear, as well as work frequently at a PC monitor, as well. Extended periods of standing are occasionally required. Extensive travel within service area and evening and weekend meetings are required.

Advancement Possibilities:

Other positions depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ___________________________
Director of HR