PROGRAM MANAGER POSITION - OPERATIONS INNOVATION TEAM

Reports To:  The Director of the Mayor’s Operations Innovation Team

The Organization:  The City of Los Angeles is the second most populous city in America with nearly four million residents, a diverse and growing economy and an ideal location along the Pacific Rim from which to benefit from the extraordinary growth of emerging Asian and Latin American economies.

The City owns and operates three proprietary agencies that are enormous engines of economic growth: the Port of Los Angeles, Los Angeles World Airports, and Los Angeles Department of Water and Power. In addition, the city interfaces with thousands of business interests each year through more than a dozen key departments.

In 2013, Eric Garcetti was elected Mayor of the city and his top priority has been the implementation of a "back to basics" agenda that refocuses the Mayor’s office and city departments on ways in which L.A. city government can better provide services to the city’s growing population of residents, businesses, entrepreneurs and investors.

The success of this agenda will be determined by the Mayor’s ability to improve the operations of the city’s delivery of services: its civil service system, worker’s compensation, procurement and contracting practices, technology, customer service, and real estate management. If left unchanged these systems will continue to hamper the city’s ability to balance its budget, generate more revenues and support city services and programs that ultimately impact the region’s quality of life and standard of living.

Mayor Garcetti and the Mayor’s Fund for Los Angeles have partnered with the L.A. Coalition for the Economy & Jobs to create an Operations Innovation Team that will bring together skilled
talent from the private and public sectors to design and implement innovative solutions that will improve City Hall’s business systems to better align with a growing population and a 21st century economy.

Role Summary: The Program Manager of the Mayor’s Operations Innovation Team will report directly to the Director of the Mayor’s Operations Innovation Team and be responsible for leading the day-to-day operations of individual initiative goals and objectives—reforming the City’s procurement and contracting, real estate asset management, or employee wellness and safety.

This high-profile management position will be on the cutting edge of local government innovation and help manage successful implementation of the Team’s process improvement projects across 35 city departments.

The Program Manager will also help with the creation of work plans, developing working relationships and collaborating with agency heads and stakeholders to deliver and implement the established delivery targets.

Candidate: The ideal candidate will have:

- A passion for making meaningful, sustainable change in the City of Los Angeles and is ready to work in a high-energy, openly collaborative work environment.

- A capacity to successfully manage idea creation, develop detailed implementation plans, and deliver solutions to meet specific targets, while setting an environment for change and open collaboration.

- Direct experience working with government or private sector leaders; and the ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results.

- The Program Manager will need to simultaneously balance dogged adherence to an innovation process and protocol that is critical to delivery, and also think creatively and asymmetrically and bring abstract concepts to practical implementation in a time constrained environment.

Responsibilities: • Employing best practices in change-management, to support the interagency process for idea generation, developing
implementation plans, and managing progress towards defined targets for each team objective.

• Maintaining strong relationships with a broad set of stakeholders, including government officials and private and nonprofit sector leaders.

• Consulting with internal and external experts and consultants to generate innovative solutions and assess their feasibility.

• Supporting the development of detailed implementation plans for delivery on all major initiatives in the identified priority areas.

• Ensuring that effective performance measuring vehicles are in place and regularly monitoring progress of initiatives; making recommendations for correction where appropriate.

• Supporting in the communicating of the Team’s progress to all relevant stakeholders, including the Mayor, Initiative Sponsors, Initiative Lead, and the Innovation Delivery Teams.

**Characteristics of a Successful Candidate:**

• Ability to support transformations that involve multiple stakeholders, constituencies, and/or agencies;

• Experience supporting the development and management of a high-performing team;

• Track record of establishing targets and delivering measurable results on time and within budget;

• Direct experience working with government or private sector leaders; and

• Ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results

**Experience:**

The successful candidate for the position will likely have one of the following profiles:

• A successful business, nonprofit, legal, or city leader with an understanding of government
• A proven track record as a senior level business, legal, nonprofit, or city leader ideally with experience and involvement with business and local government in California and in Los Angeles.

Personal Skills/Attributes:
• An entrepreneurial leader as well as an effective manager
• Energetic self-starter who inspires others to their best work
• Problem-solver and change agent
• Highly ethical; likable and trustworthy
• Articulate and an excellent communicator
• Innovative and flexible
• Committed to the mission of making Los Angeles the best run city in America and more business friendly
• Politically savvy with relevant constituencies
• Experienced in dealing with senior government officials and business people
• Able to bring together public, private and nonprofit organizations
• Able to effectively represent the city with all of its constituencies
• Able to keep many projects moving forward at one time while still maintaining a disciplined strategic focus for the organization

Education:
Undergraduate degree required, advanced degree preferred, ideally in business or public administration, economics, or law.

Compensation:
Salary will be commensurate with experience, along with additional benefits.

Start Date:
Anticipated start date for this position is August 2015.

Qualified candidates should email a cover letter, resume and three writing samples to:
Myr-operationsinnovation@lacity.org

If you have any questions related to this position description, you may contact:

Mark A. Thomas, Director
Mayor's Operations Innovation Team
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Note: This is an exempt, at-will position. The individual appointed to this position will not accrue any civil service tenure, contractual employment rights, or due process rights. The incumbent may be removed, without any finding of cause, by the hiring authority.