The City of Santa Monica
Chief Performance Officer

Measuring impact and improving outcomes – better results for a better community.
The City of Santa Monica is actively seeking candidates for

Chief Performance Officer

**The Opportunity**

The City of Santa Monica seeks a Chief Performance Officer (CPO) to lead and champion the evolution of the City’s performance management strategy by collaborating with City leaders to use data to evaluate efforts, and then identifying opportunities for improvement, including working better together to serve residents, respond to needs, and demonstrate results. The CPO will be responsible for the ongoing management and administration of the business components of the performance management system and performance-related data, facilitating data-driven reviews, conversations, and problem-solving with the City Manager and City departments.

The CPO is a new position that will act as an internal consultant to the City as it develops its performance management system and then champion its use. The CPO will use critical thinking, strategic planning and implementation abilities, change management techniques, performance management experience, an innovative perspective, and optimism to create the system for defining and tracking city-wide metrics and support the organization during implementation.

The CPO will work closely with the executive leadership, the Chief Data Officer (CDO), Chief Information Officer (CIO) key staff, and outside consultants who will help guide the organization’s development of new performance metrics and tools, use of data analytics, collaborative problem-solving, and innovative ways of working to meet City goals and deliver better results for the community.

**Key Priorities**

- Assess the current state of performance management within the organization by examining existing strategies and assets; learning about what has and hasn’t worked to-date; and surfacing perceptions, misconceptions, and potential challenges.
- Collaborate with staff to define purpose, role, and vision for moving the organization’s performance management system forward.
- Concurrently, develop a roadmap with timeline, key milestones, and resources needed to successfully implement a performance management system. This should include a plan to educate and train staff throughout the organization.
- Work incrementally to demonstrate the value of performance management in very real, tangible ways and leverage those successes to gain more support.
- Work with staff to identify the meaningful metrics that the City should report.
- Pursue local, regional, and national partnerships to leverage resources and ideas.
- Work with City’s Office of Communications to create and implement a strategy to clearly communicate City goals and progress towards those goals internally and externally.
- Establish workflows, relationships, and lines of communication with related City workgroups.
- Design and manage opportunities to evaluate progress and make improvements.
- Establish a network of learning and support in order to benefit from the experience of others. Cultivate relationships with peers working in other communities across the country that have integrated, or are in the process of integrating, modern performance management into their organizational culture.

**City Government**

Santa Monica is a Charter City with a Council-Manager form of government. City Manager Rick Cole was appointed by the Council in 2015. The Chief Performance Officer will report to the Deputy City Manager within the City Manager’s Office and work directly with the entire City organization, including: the departments of Big Blue Bus, Community & Cultural Services, Finance, Fire, Housing & Economic Development, Human Resources, Information Systems, Library, Planning & Community Development, Police, Public Works, City Attorney’s Office, and Records and Election Services.

The City Council’s Strategic Goals are: establishing a new model of mobility; preserving community diversity and affordability; securing local control of airport land use; exercising regional leadership to reduce homelessness; and fostering a community partnership to learn + thrive.

The organization has a total budget of $564.4 million for FY2015-16 ($347.6 million General Fund) and employs approximately 2,000 full-time staff.
The Ideal Candidate

Successful candidates will be able to quickly explain the value add they bring to the organization, how their experience will allow them to successfully transition into the position, and the overall vision they see moving forward for the organization as it relates to the position of Chief Performance Officer.

The ideal candidate will be able to effectively communicate these aspects to various audiences and establish a network of champions, both in and outside the organization, starting by forming a genuine understanding of the organization. The candidate will understand what others have achieved and what they will contribute to this new initiative.

The successful candidate will be adept at change management, build confidence in others, establish a shared sense of open collaboration, and make quick, tangible wins. The ideal candidate will also be able to show what’s possible and manage overall expectations. The successful candidate must consciously and strategically balance possibilities with reality, which may involve a phased implementation of ideas and initiatives.

Experience and Education

Graduation from an accredited college or university with a Bachelor’s degree in Public or Business Administration. A Master’s degree is highly desirable.

Three years of progressively responsible experience in implementing performance management and metrics, process re-engineering or organizational planning.

Application & Selection Process

Apply online at www.smgov.net/hr beginning Tuesday, September 6, 2016 through Thursday, September 29, 2016 at 5:30 p.m.

A cover letter, résumé and completed online City job application including completion of supplemental questions are required by the filing deadline.

Only those candidates determined to be most qualified on the basis of experience, training and education, as submitted, will be invited to participate further in the selection process. Interviews are tentatively scheduled for the week of Monday, October 31, 2016 and a decision is anticipated shortly thereafter.

Candidates who have successfully completed all prior phases of the selection process will be subject to a thorough background investigation including professional reference checks.

Please do not hesitate to call Bill Friedel at (310) 458-8613 if you have any questions regarding this position or the selection process.

For further information, please go to www.smgov.net/hr or contact:

Bill Friedel, Senior Human Resources Analyst
City of Santa Monica
Human Resources Department
1685 Main Street, Room 101
Santa Monica, CA 90401
(310) 458-8613

TOTAL SQUARE FEET OF TURF REMOVED

At over 822,859 square feet replaced since April 2015, the City is well on its way to replacing 1,500,000 square feet of freshwater-gobbling green turf.
About the City

Within just 8.3 square miles bordered by the Pacific Ocean and the west side of Los Angeles, Santa Monica is home to 91,000 residents who enjoy beautiful neighborhoods, a world renowned beach, a thriving art community, vibrant shopping districts, excellent schools, award winning community facilities and parks, and plenty of sunshine.

The world-renowned coastal City is minutes from Los Angeles International Airport and connected by regional light rail to all of the resources of greater Los Angeles. It's world-renowned for three miles of wide sandy beaches, “Silicon Beach”, as well as numerous arts, entertainment and cultural attractions. Citizens are actively engaged in their community and prize the unique character and quality of life to be found across a diverse array of distinctive residential neighborhoods and in Santa Monica’s vibrant Downtown.

The Santa Monica community is known for its high level of engagement in civic affairs. Community priorities emphasize active and healthy lifestyles, culture, sustainability, social services, youth services and balanced land use. The City recently received a Bloomberg Philanthropies Mayor’s Challenge prize to help fund The Wellbeing Project to address wellbeing across all segments of the community through a combination of measurement and action. In short, Santa Monica is a vibrant beach town with the resources of a big city.

Fast Facts
Santa Monica residents enjoy annual average temperature of 61.7˚, smog free weather and miles of excellent beach, surf and deep sea fishing.

Compensation and Benefits

The annual salary range for this position $117,852 - $145,500. Santa Monica offers a competitive benefits package, which includes, but is not limited to:

- **Vacation:** 12 days per year (of which five days may be cashed out annually) increases with each 5 years of service, maximum of 21 days per year.
- **Holidays:** 12 holidays per year which includes 2 floating holidays (one of which may be cashed out annually).
- **Sick Leave:** 12 days per year (of which up to six days may be cashed out annually).
- **Professional/Administrative Leave:** 11 days per year (of which five days may be cashed out annually).
- **Medical Insurance:** The City currently pays 94% of the premium.
- **Dental and Vision Insurance:** Premiums fully paid by the City.
- **Term Life Insurance:** Premiums fully paid by the City.
- **Long Term Disability:** Premiums fully paid by the City.
- **Retirement:** California Public Employees’ Retirement Systems (CalPERS). Retirement formula is based on appointment date and membership status with CalPERS. City employees do not participate in Social Security. Employees pay a 1.45% contribution towards Medicare.
- **Alternative Work Schedule:** City Hall employees work a (9/80) schedule with alternating Fridays off.
- **Supplemental Retirement Plans:** 457 Deferred compensation plan is available; no City contribution.
- **Additional Benefits:** Employee Assistance Program; Tuition Reimbursement; Flexible Benefit Plan; and others.

Employment Opportunities

Visit us on the web at www.smgov.net/hr
Or call 310-458-8246

City of Santa Monica
Human Resources
1685 Main Street
Santa Monica, CA 90401
An Equal Opportunity Employer