

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Assistant Program Manager Engineering Office Management Support	Department:	City Utilities Engineering
Requisition Number:	2023244		
Hours:	8:00 a.m. - 5:00 p.m., may vary	Rate of Pay:	\$51,671 - \$62,000
Date Posted Up:	8/18/2023	Date Posted Down:	Until filled
Time Up:	11:30 a.m.	Time Down:	

SUMMARY

Working under the direction of City Utilities (CU) Program Manager – Engineering Project Management Support and Engineering department leadership, incumbent is responsible for managing CU Engineering process improvement initiatives from initiation to completion, adhering to goals and timelines while maintaining open and effective communication with stakeholders. Incumbent provides support to program administration, coordinates, and facilitates teams, assuring participation, completion, and implementation in key administrative and engineering efforts, updating departmental documents, performing and coordinating training for staff, as well as assisting and supporting various programs needed for the optimal performance of capital projects and other needs of City Utilities Engineering (CUE). The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations as well as recommend, utilize, and implement best practices and industry methods for optimal and efficient workflows and processes. All work duties and activities must be performed in accordance with City and department policies and procedures as well as federal, state, and local regulations. At times, the incumbent maintains absolute confidentiality of work-related matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Data Gathering, Analysis, Planning, and Improvement

- Work with staff and others to thoroughly assess current processes, workflows, and procedures to identify bottlenecks, inefficiencies, and areas requiring improvement. Utilize data-driven approaches to gather relevant metrics and performance indicators.
- Create and coordinate interview teams and facilitates discussions as necessary to understand and discover desires and needs.
- Research and provide recommendations for best-practices and industry standards for data sharing, electronic organization, documenting workflows and processes and staff engagement.
- Analyze business processes, issues, and problems, gathering requirements, and providing valuable insights that drive data-backed decisions and enhance initiative outcomes.
- Work with staff, Infrastructure Technology (IT) and others to identify software tools and technological solutions that can further enhance process efficiency and automation.
- Collaborate with engineering teams, staff, and business stakeholders to elicit, analyze, and document initiative requirements. Ensure a comprehensive understanding of technical and business needs to effectively develop them into actionable and robust implementation plans.
- Facilitate cross-functional teams to develop and execute improvement plans aimed at enhancing productivity, reducing costs, and increasing overall efficiency.
- Work with staff to develop, maintain and coordinate materials and documentation necessary for daily workflows, processes, standards, templates, procedures, training, and implementation such

as, but not limited to, CU Design Standards Manual, CUE Procedure Manual, project delivery and purchasing.

- Work with staff to develop, maintain and coordinate electronic tracking systems and reporting of CUE documents, standards, manuals, workflows, and processes.
- Develop detailed process models and workflows to visualize engineering processes and facilitate better understanding and communication between technical and non-technical stakeholders.
- Develop and implement strategies to optimize existing processes, streamlining workflows, and eliminating redundant steps.
- Utilize process improvement methodologies such as Lean, Six Sigma, Kaizen, Plan Do Check Act (PDCA), Agile and others to drive sustainable changes.
- Collaborate with relevant teams to coordinate and provide training and support to employees on newly implemented processes and tools. Foster a culture of continuous learning and process improvement.
- Work with staff, stakeholders, and sub-groups on pilot or full process implementations to measure and analyze desired outcomes.

Monitoring, Optimization, Improvement and Implementation

- Establish key performance indicators (KPIs) to track process improvements and measure the impact of implemented changes. Regularly report progress to management and stakeholders, highlighting achievements and areas for further improvement.
- Work closely with staff, subject matter experts and quality assurance teams to ensure that process improvements comply with relevant industry standards and regulations.
- Conduct root cause analysis for process deviations, identifying underlying issues and developing corrective actions to prevent future occurrences.
- Provide quality assurance and quality control of CUE office support workflows and processes.
- Collaborate with project managers, stakeholders, and engineering teams to ensure successful delivery of projects and initiatives. Monitor progress, identify improvements, potential risks, and provide recommendations for risk mitigation.
- Encourage staff participation and continued progress ensuring improvements, goals and deadlines are met.

Oversight, Assistance and Programs Support

- Assist and train CUE staff on workflows and Standard Operating Procedures (SOPs) to find the proper and best method to perform common tasks within CU Engineering such as, but not limited to, invoicing, project manuals, purchasing, navigating Board of Works, City Council and Human Resources.
- Assist with Project Management Information System (PMIS) as needed.
- Assist as cross-trained CUE Document Center SharePoint administrator/owner.
- Assist with posting information onto CU website as needed.
- Assist with training and implementing standard procedures and workflows to efficiently perform all necessary documentation for State Revolving Fund (SRF) programs.
- Assist with office tasks associated with tracking of software and hardware, refreshes, lifecycles, inventory, and purchases.
- Maintain up-to-date links and access to external resources, documents, and forms.
- Work with PMIS support staff to plan, develop and incorporate office support workflows and processes.
- Provide backup and support for CUE Administrative Assistants.
- Provide and coordinate training and cross training for CUE Admins and temps.
- Provide and coordinate formal and informal training for CUE staff on common workflows and processes.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Incumbent manages CU Engineering Administrative and Temporary staff including oversight of training, workload, and daily functions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Associate degree (A.A.S) or better in Public or Business Administration, Industrial Engineering, Organizational Leadership, Operations Management, approved equivalent degree from an accredited two-year college or university. Certifications in Business Analyst, Organizational Leadership or Project Management are a plus. Five years of experience in a public agency, utility, and/or work in an engineering environment; or equivalent combination of education, training, and/or experience. Experience working in local government preferred. Proven experience in process improvement initiatives within an engineering or manufacturing environment. Specialized knowledge of complex and varied Division of Utilities and Public Works and related industry standards.

OTHER KNOWLEDGE, SKILLS and/or ABILITIES

- A track record of successfully implementing process improvements and achieving measurable results.
- Excellent project and program management skills, with the ability to lead and facilitate cross-functional teams and manage multiple initiatives simultaneously.
- Strong communication and interpersonal skills to effectively collaborate with stakeholders. Strong knowledge of process improvement methodologies such as Lean, Six Sigma, Agile or Kaizen.
- Proficiency in data analysis and in using tools like Excel, PowerBi, statistical software, or process mapping software such as Visio.
- Technical proficiency, familiarity and continuous learning with relevant and modern industry methodologies, technology, software, and tools such as Microsoft Office 365 SharePoint, Visio, Word, Excel, PowerBi, etc.
- Problem-solving mindset and a passion for continuous learning and professional development. Analytical skills and ability to understand complex engineering concepts, workflows and processes as well as identify bottlenecks.
- Standard knowledge of the principles, objectives, and practices of local government administration and utility management.
- Proficient knowledge of industry methodologies related to effective analysis, workflows, processes, training, and implementation.
- Thorough understanding of intergovernmental and intragovernmental roles and responsibilities.
- Exceptional usage of the English language, including spelling, grammar, and punctuation.
- Ability to establish and maintain effective working relationships with staff members, other departments in the City, other government agencies, and the public.
- Ability to perform duties effectively and proactively with limited supervision.
- Ability to concisely produce analysis, reports, visualizations, and proposals.
- Ability to communicate effectively orally and in writing with principles of business correspondence and report writing.

LANGUAGE SKILLS

Ability to read, analyze, and interpret scientific and technical information, financial reports, and legal documents. Ability to read and write reports, business correspondence, project manuals, and procedure manuals. Ability to represent the program at various meetings. Proven interpersonal and relationship skills.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define unprecedented problems, collect data, establish facts, and draw valid conclusions by extending accepted methods or developing new ones. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to develop program work plans designed to improve or expand current service levels. Ability to manage documents, forms, and computer records in order to standardize and minimize risk due to errors or omissions.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintains a valid Indiana Driver's License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.