

Management Consultant to the Utilities Director

\$5,796 - \$7,998/Monthly Salary

Interested candidates should apply on-line at www.bellevuewa.gov no later than February 29, 2012.

Summary

The City of Bellevue Utilities Department is currently recruiting for a Management Consultant to the Director. The Utilities Department is responsible for providing water, wastewater, storm drainage, street maintenance and solid waste services for the City of Bellevue. This position provides advance professional consultancy experience in support of the Director and/or Deputy Director, and for the Department's executive team on a variety of special projects involving qualitative and quantitative research, policy development, and program administration. The successful candidates will have a sound background in utility business line consultancy work, research, analytics, program evaluation as well as personnel management. This position will work with the department's leadership to ensure the efficiency and effectiveness of business lines, products and services; and will play a key role in strategic planning, business process improvement and organizational development. The position will also administer department-wide programs such as employee professional development and training, employee safety, workload planning, American Public Works Association accreditation, grant coordination, and standard operating procedures.

Essential Duties and Responsibilities

Project Management: Independently leads a variety of projects for the Department, including but not limited to Accreditation, business process improvements, department strategic initiatives, asset management and implementation of citywide initiatives. Responsible/accountable for seeing projects from conception to implementation. Develops project scope and schedule, and makes recommendations for team composition. Responsible for coordination with organizations outside the department, and if necessary, with agencies outside the City of Bellevue. Develops requests for proposals, manages contract and budget, and oversees consultant for projects requiring professional services. Responsible for developing project reports and communications and delivering project presentations to the entire department. Leads project meetings, develops agendas, ensures outcome meets all project goals and expectations.

Program Administration: Manages the Department-wide professional development and Standard Operating Procedure, Employee Safety, and grant programs. Assists with Department budget proposal development and management. Assists with recruitment and selection of positions within Department. Coordinate with division representative to ensure programs are being maintained and managed. Communicates program issues with Department leadership and make recommendations for solutions. Recommends policy changes when needed into order to effectively manage the programs. Coordinates with other city departments in order to ensure effective management.

Policy Research and Development: Conducts in-depth qualitative and quantitative research and makes recommendations for policy changes/implementation for the Department. Outlines issues, costs, risk and potential impacts to the Department along with recommendations for next steps and presents them to the

Department leadership. Consults with staff from other governmental agencies, professional organizations and conducts independent research and analysis to identify best practices and incorporate lessons learned from other jurisdictions into recommendations.

Department Facilitation and Communications: Serves as a group facilitator for projects and teams throughout the Department. Represents the Department on City Committees. Serves as the Department representative on city-wide project and advisory teams. Represents the interests of the Department and coordinates with other department's on these teams. Provides updates and communications to Department leadership and staff regarding the progress of these teams. Prepares and presents information to a variety of audiences including Department leadership and staff, City staff, members of the public, City Council, and other governments as needed.

Education & Experience Requirements

Graduation from an accredited four-year college or university with a degree in business or public administration or related field. MBA or MPA is preferred.

Five or more years of advanced-professional level experience in utility management, business line/ program evaluation, and personnel management. Consultancy experience a plus.

Or any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.

Additional Qualification Criteria

Technical Competencies

Knowledge of:

- Knowledge of the principles and practices of utility operations, business lines, budgets, personnel management, and grants administration. Public sector experience a plus. Excellent background in conducting extensive qualitative and quantitative research, and technical writing skills. Exceptional oral and written communication skills.
- Knowledge of project management, cost-benefit analysis, project planning, scheduling monitoring, and problem solving.
- Knowledge of process improvement methodologies e.g., Lean Six Sigma.
- Knowledge of, and the ability to conduct complex research administrative studies. Ability to analyze processes and issues, and develop recommendations for improvement or resolution.

Ability to:

- Analyzing multiple levels of complex data and synthesizing concepts for presentation to executive level personnel.
- Making presentations to small and large audiences using effective public speaking techniques.
- Building relationships with diverse and sometimes opposing parties to develop bridges for understanding and collaboration. Interacting with other professionals and executives on matters of significant importance.
- Read, understand, and interpret Federal, State, and local laws and regulations.

- Establish and maintain effective working relationships and elicit cooperation through the collaboration of stakeholders to achieve a desired outcome.
- Communicate and express ideas effectively, both orally and in writing.
- Prepare reports and deliver persuasive, succinct presentations.
- Facilitate diverse work groups to achieve program objectives
- Successfully meet deadlines in a fast pace, driven environment
- Understand the City's political environment and sensitivities and function effectively within that environment.

Working Conditions and Physical Requirements

- The physical demands and work environment 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.
- Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderately quiet while in the office or moderately loud when in the field.

Other

For further information about the job, please contact **Mike Jackman** at 425-452-6012. Questions regarding the online software application should be directed to the IT Help Desk at 425-452-4340.

Payroll Title: Management Consultant to the Director Position #0424