

CLASS TITLE: DIRECTOR OF PLANNING, POLICY, AND QUALITY CONTROL

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for strategic planning, policy development, risk mitigation, special projects and quality assurance; advising the department head in areas of long-term concern, including culture change strategies and best practices; assessing current department initiatives for cost benefit and ensuring compliance and quality control; and other related required duties as assigned.

ESSENTIAL TASKS:

- Leads strategic planning for the department by working with management to develop strategic priorities and goals, and measure progress towards fulfillment of those goals
- Develops and regularly updates organizational Risk Management plan with respect to strategic, reputational, operational, financial, and compliance related dimensions
- Leads policy development for the department in support of efficient operations, fulfillment of operational objectives, compliance requirements, and other related key operational areas of concern
- Continually monitors quality assurance and control for the department through regular work process reviews and by evaluating work product in terms of successful fulfillment of expectations
- Engages in regular and special departmental audits to evaluate opportunities for improvement and level of compliance with existing work processes and policies
- Engages in continuous improvement by evaluating results of quality control and audit efforts, and researches best practices and industry innovations for appropriate application to the department
- Directs various department sections and assigned staff
- Completes Special Projects as directed
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in a field relevant to the essential tasks of this job description and nine (9) years' experience working in a professional environment leading multiple, complex projects with a proven record of innovation, performance management, data analysis, strategic planning, and/or evaluation, including three (4) years of progressively responsible management experience and one (1) year of project management; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Master's degree in above areas of concern preferred.

Knowledge, Abilities and Skills: Comprehensive knowledge of systems analysis and design methods and techniques; considerable knowledge of project management methodology and best practices; good knowledge of specialized training, investigations, and resources; knowledge in designing, documenting, and implementing business solutions; knowledge of federal, state and municipal laws and ordinances. Ability to effectively utilize concepts and techniques of project management; ability to develop policy, conducting corresponding research and writing; ability to manage and assess risks and manage needs of multiple stakeholders and projects simultaneously; ability to lead projects of varying complexity with varied deadlines ensuring projects stay on schedule and within budget; ability to create training programs and to mentor, develop, and guide personnel; ability to effectively and concisely communicate verbally and in writing; ability to make presentations to varied audiences; ability to successfully and responsibly manage project implementation of multiple projects with strict deadlines and continually changing priorities; ability to understand and influence the behavior of stakeholders, customers, and the public in order to successfully achieve objectives and create action and understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

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Licenses and Certification: Possession of a valid Oklahoma Class "D" Driver's License. Possession of or the ability to obtain basic CLEET instructor certification or equivalent in some positions.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require some travel to various City locations.

Class Code: 1203

EEO Code: E-02

Pay Code: EX-56

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective date: November 4, 2020