

# #357 - Performance Consultant - External Job Board

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## View Posting

### Performance Consultant(Job Id 357)

**Location:** US:OH:Cleveland

**Category:** Information  
Technology /  
Innovation &  
Performance

**Employment Type:** Executive

**Post Date:** 04/01/2021

**Close Date:** 04/18/2021

**Salary:** 61,734.40-76,000.00  
USD

## Description

**Department:** Innovation and Performance

**Anticipated Work Schedule:** Monday through Friday, 8:30 AM - 4:30 PM

**Reports To:** Chief

**Full Time or Part Time:** Full Time

**Regular or Temporary:** Regular

**Bargaining Unit:** Non-Bargaining

**Classified or Unclassified:** Classified

**FLSA:** Exempt

## Summary

This is a journey level classification with responsibility for assisting with internal and external innovation plans including outcome-based contract management, cost savings and operational efficiency projects. This classification manages sensitive data, interprets performance analysis and executes projects in support of the County Executive's strategic priorities & key administrative opportunities for improvement. Positions in this class independently perform recurring, well-precedented projects using standard methods and techniques. Employees receive instruction or assistance as new or unusual situations arise, and are expected to remain up-to-date on methods, techniques, procedures, and applicable regulations for the analysis of data and results. Essential Job Functions.

## Essential Job Functions

Develops internal and external innovation plans; identifies key areas of improvement for the County such as performance indicators, critical business processes and technology; prepares project charters and project plans; maps processes; implements project plans; manages unforeseen risks and issues; collaborates with management staff to evaluate programs and services; closes out projects; documents project results and lessons learned. Retrieves, analyzes, interprets, presents and publishes data and performance reports in support of the Operational Excellence Program or other related programs; identifies key operational trends, patterns and surface insights. Performs related administrative duties; prepares various reports, records and other documents; tracks project progress; answers phone calls and emails; schedules and attends meetings, trainings, and conferences; pursues proper certifications and applies the knowledge to the organization; researches current trends and best practices; oversees focus groups and cross-functional team meetings.

## Minimum Requirements

Master's degree in Business Administration, Public Administration, Urban Planning, Industrial Organizational Psychology, Organizational Development or related field with two (2) years of process improvement or organizational development experience; or any equivalent combination of training and experience.

## **Application Process**

This is a competitive, classified position. The Personnel Review Commission (PRC) will check your application to make sure you meet the minimum qualifications. If you do, the PRC will invite you to take a civil service examination. The exam is specific to this position. Everyone who passes the exam goes on an eligibility list. To fill this opening, the PRC sends the hiring department and Human Resources (HR) a certified eligibility list with the top 25% candidates (or at least the ten highest scoring candidates, whichever is greater). HR helps the hiring department decide who from the certified list to follow up with for interviews and then a job offer.

Most of our communication with candidates is through email. Regularly check the email address you gave us in your job profile. Watch your Spam folder, just in case.

If we offer you a job, you must pass a drug screen and background check before the offer becomes final. Prior criminal convictions do not automatically disqualify you from employment; the County looks at criminal convictions on a case-by-case basis using the guidelines in Chapter 306 of the County Code.

## **EQUAL OPPORTUNITY EMPLOYER**

Cuyahoga County is committed to fostering a diverse and inclusive workforce, which includes building an environment that respects the individual, promotes innovation and offers opportunities for all employees to develop to their full potential. A diverse workforce helps the County realize its full potential. The County benefits from the creativity and innovation that results when people with different experiences, perspectives, and cultural backgrounds work together.

The County is committed to providing equal employment opportunities for all individuals regardless of race, color, ancestry, national origin, language, religion, citizenship status, sex, age, marital status, sexual preference or orientation, gender identity/expression, military/veteran status, disability, genetic information, membership in a collective bargaining unit, status with regard to public assistance, or political affiliation.

If you need assistance applying or participating in any part of the candidate experience, contact Human Resources at 216-443-7190 and ask to speak with a talent acquisition team member.