



WASHINGTON STATE
 "Your employer of choice"

Office of the Governor
 Results Washington
 Olympia, Washington

NOW HIRING

Position open until October 6, 2017

SENIOR PERFORMANCE MANAGER

EXEMPT RECRUITMENT

The Office of the Governor is a non-represented agency. If you previously have applied for a position with the Governor's Office and are interested in this position, please reapply.

Interviews will be conducted the weeks of October 23 and October 30. The anticipated start date is November 16, 2017.

Special note: In accordance with WAC 357-19-195, employees who left classified service to accept exempt employment have the right to return to the highest class of position in which the employee previously held permanent status, or to a position of similar nature and salary, provided the employee was not terminated from an exempt position for gross misconduct or malfeasance.

SALARY AND BENEFITS

Salary range of consideration is \$90,000 - \$105,000 annually depending on qualifications, plus a competitive [benefits package](#) that includes paid vacation and sick leave; health, life, and disability insurance; retirement options; flexible work schedules; training opportunities; and leave for military service.

PROCESS

The top candidates will be contacted directly to interview for this position. Because the selection will be based on information provided by you, it is in your best interest to identify the knowledge, skills and abilities that address the mandatory and desirable qualifications described below.

Interested applicants should submit the following:

1. A letter of interest describing specific qualifications.
2. A current resume detailing applicable experience, education and current salary.
3. A list of at least three professional references with current telephone numbers.



Please send completed application packets by mail, fax or email to:

Office of the Governor
 Attention: OFM HR
 PO Box 43113
 Olympia, WA 98504-3113
 Email: ofmhr@ofm.wa.gov

4. Your responses to the supplemental questionnaire.

POSITION DESCRIPTION AND DUTIES

Results Washington is a nation-leading state government performance management effort that integrates continuous improvement, performance measurement, and cross-agency collaboration to achieve five major goals across Washington state. In its fourth years of operation, Results Washington is launching a new strategic vision and seeks a great team player to provide technical expertise and innovative leadership on performance analytics, management and improvement across state government.

This is a dynamic, high-profile position that calls for someone with a passion for public service and a unique blend of people and technical skills. The Results Washington office is located in Olympia, Washington, on the beautiful Capitol campus.

Essential Functions and Responsibilities

Leadership

- Provide performance analytics and management leadership in state government and in the industry.
- Serve on the Results Washington leadership/strategy team and provide strategic direction to the performance management team.

Performance Management

- Serve as the Results Washington technical expert on performance analytics and management.
- Advise and support Goal Council members, including state government leaders and their staff, in a wide range of performance management activities including, but not limited to, measure development, data collection, public reporting, and use of the Results Washington open performance system.
- Support the Results WA team in using data and information to tell important stories about Washington state government performance.
- Along with the Goal Council chair and Results Washington director, co-design and co-facilitate Goal Council meetings, including twice yearly Results Reviews with the Governor.
- Develop productive working relationships with Goal Council members and their key staff, and work with the Goal Council chair and Results Washington director to develop and implement strategies to facilitate cross-agency collaborations.
- Provide training and technical assistance to agency partners on performance management
- Stay informed of, share, and apply innovations in performance analytics and management.
- Support the alignment of performance measures, outcomes, budget, and policy.

Data and Systems

- Serve as the technical expert on performance analytics and the Results Washington Socrata open performance system. Work directly with vendors and users to ensure the system meets

Results Washington's evolving needs, and stay informed of innovations in performance management systems.

- Provide technical assistance to agency partners on use of the Socrata platform.
- Lead the enterprise-wide data stewards and performance management learning community.

People Development

- As a member of the Results Washington team, support development of your colleagues through strengths-based and Lean peer coaching.
- Support effective change within and outside of Results Washington through use of effective change management and leadership behaviors.
- Support your own development by identifying and participating in ongoing learning and development opportunities.
- Supervise up to three members of the Results Washington team.

Communications

- Support the Results Washington communications strategy by identifying and helping to craft performance-related stories.
- Respond to requests from the public, agency partners, the Governor's Office, and other stakeholders regarding Results Washington performance analytics, information, and projects.

QUALIFICATIONS AND CORE COMPETENCIES

Preferred/Desired Qualifications

- Master's Degree in Public Administration, Business Administration, Data Science or similar field
- Two years of professional experience in the following areas:

Performance management

Managing and improving performance within a large organization or unit and/or across multiple organizations or units.

Data and systems – Making strategic use of data and data systems to measure, manage, and continuously improve organizational performance.

Facilitation – experience facilitating large and diverse groups including public and private sector leaders, managers, and employees; community members; and others.

Leadership – leading yourself, teams, and others

One year of professional experience in the following areas:

- **Training and technical assistance** – experience providing training, coaching and/or technical assistance to stakeholders on performance management.
- **People development** – Supervising and developing professional staff.

Key Characteristics

You will thrive in this position if you enjoy:

- Working with performance data and systems, and coaching others in strategically using them to continuously improve and achieve big results for Washingtonians.
- Thinking strategically, and connecting the big picture and details.
- Developing and supporting a strong, productive network of data stewards and performance managers across state government.
- Using Lean (“A3”) thinking to help solve problems.
- Having a positive, open, and curious attitude.
- Effectively bringing people together to make progress toward big goals.
- Working in diverse teams.
- Learning, growing, innovating and continuously improving your own performance.

Core Competencies

- Demonstrated ability to solve problems using proven methods.
- Commitment to continuously improve processes using facts and data.

Supplemental Questionnaire:

Please submit your responses to the following questions in no more than two typed pages using a minimum of 11-point font and 1” margins.

- 1) What is most exciting to you about improving the performance of Washington state government?
- 2) Describe how you would measure the performance of multi-agency efforts to reform a foster care system.
- 3) Describe a challenge you’ve experienced in performance improvement and the steps you took to solve the problem(s).
- 4) Among the performance management systems, you’ve used (such as Socrata or Tableau), which did you prefer and why?

The Office of the Governor is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam-era veterans are encouraged to apply. Persons needing accommodation in the application process, or who wish to receive this job announcement in an alternative format, may call 360-725-0158 or the Telecommunications Device for the Deaf: 711 Relay.