

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA



JOB DESCRIPTION

POSITION TITLE:	Coordinator, Performance Improvement
CONTRACT YEAR:	Twelve Months
SALARY BAND:	B
BARGAINING UNIT:	ESMAB

PREFERRED QUALIFICATIONS

EDUCATION: An earned master’s degree in business administration, or related field from an accredited institution.

EXPERIENCE: A minimum of two (2) years, within the last six (6) years, of experience and/ or training in the field related to the title of the position.

OR

MINIMUM QUALIFICATIONS

EDUCATION: An earned bachelor’s degree in business, construction management or related field of study from an accredited institution.

EXPERIENCE: A minimum of four (4) years, within the last eight (8) years, of experience and/ or training in the field related to the title of the position.

ADDITIONAL QUALIFICATIONS

REQUIRED: The ability to develop and implement performance and quality improvement systems to drive continuous improvement within the organization. A strong understanding of current industry best practices in performance and quality management. Strong analytical capabilities that can transform data into actionable information needed to facilitate effective PM Sessions for the Office of the Chief Facilities Officer (Division). The ability to develop presentations and reports on the performance of the Division from a variety of data sources

for both internal and external audiences. The ability to establish and maintain effective and productive working relationships within the Division and with other departments within the District. A strong set of skills related to the software required to perform data analysis and reporting is required for this position. This position requires the ability to function with a high degree of independence and considerable discretion.

PREFERRED: Five (5) or more years of experience in managing performance improvement initiatives and reporting in facility maintenance, repair and renovation environment is preferred. Experience in facilitating performance improvement management sessions and processes for a department within an organization is also preferred.

REPORTS TO: Chief Facilities Officer or designee

SUPERVISES: Employees as assigned

POSITION GOAL: To ensure that the Division optimizes resources in order to realize the greatest positive impact on the instructional environment provided to students and teachers in the District. The Coordinator, Performance Improvement shall be the key developer and facilitator of the Division's continuous improvement processes. This position will implement a performance management process that leads to a positive and measurable impact on the District's portfolio of facilities. This position will provide, or review, presentations and reporting on the Division's work to ensure accuracy and that all reporting meets the District's strategic goal of effective communication.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Coordinator, Performance Improvement shall:

1. ~~B~~uild, manage and ensure implementation and effectiveness of the Division's performance and quality improvement systems in order to deliver high quality maintenance services and Capital Improvement Bond projects to every school in the District.
2. ~~R~~esearch and design appropriate performance and quality training for all Division staff and consultants.
3. ~~L~~ead and facilitate the monthly performance improvement session, along with other regular meetings required to follow through on lessons learned, drive improvement, and assist the Chief Facilities Officer in developing policies necessary to establish a high performance organization.
4. ~~C~~onduct analysis of scope, schedule and cost issues within the program in a collaborative manner with project staff and consultants to determine the root

cause of every issue and in turn collaboratively develop solutions that can improve the performance of a Division project and of the program as a whole. Cost analysis of both the Physical Plant and Operations and Facilities Construction Management Departments will be developed to both manage and prepare annual budgets for the Division.

5. ~~Evaluate the performance of the \$800M Capital Bond Program in terms of its ability to deliver projects on budget and schedule and with the quality established in every project charter for the more than 2,000 projects to be executed across every school in the District over the next 5 years.~~ evaluate the performance of all capital construction and maintenance and repairs performed by the Division which includes more than 70,000 work orders annually and construction projects averaging more than \$150M annually over the next 5 to 7 years. Evaluations and recommendations for continuous improvement will include measuring customer satisfaction and timeliness of both maintenance and construction operations across the District's 231 schools. Construction projects at every school in the District will also be evaluated in terms of their ability to successfully accomplish the quality, cost and schedule objectives as set forth in each project charter. The evaluation of project objectives will serve as the basis of this position's responsibility to develop effective knowledge management systems.
6. ~~I~~ncrease the performance management and quality improvement capacity of the Division in order to ensure that the resources entrusted to the Division are efficiently and effectively utilized to improve the physical condition of every school facility within the District.
7. ~~E~~stablish a performance monitoring and reporting system which consistently provides analysis and reporting on the status of the various maintenance and construction programs of the Division,
8. ~~C~~ollaborate on the design of the information technology infrastructure required to support and measure the various maintenance and construction programs of the Division.
9. ~~C~~ollaborate with other Districts and professional organizations on establishing and refining benchmarks, best practices and tools to support the Division's performance improvement system.
10. ~~P~~rovide clear information to inform the accountability systems for staff, consultants and contractor's performing work for the Division, including the measures of evaluations for staff performance in accordance with Board Policy.
11. ~~A~~assist the Chief Facilities Officer in Division strategic planning and policy development to improve the overall performance of the Division.
12. ~~P~~perform and promote all activities in compliance with equal employment and nondiscrimination policies of The School Board of Broward County, Florida.
13. ~~P~~participate in training programs to enhance the individual's skills and proficiency related to the job responsibilities.
14. ~~R~~review current developments, literature and technical sources of information related to job responsibilities.
15. ~~E~~ensure adherence to recommended safety procedures.
16. ~~F~~follow federal and state laws, as well as School Board policies.

17. Perform other duties as assigned by the Chief Facilities Officer or designee.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Frequently works with Division staff and consultants, District administrators, and other departmental staff to build effective working relationships to inform performance improvement initiatives; frequently meets with the Chief and division directors to provide status reporting and recommend actionable improvements; and occasionally addresses School Board members to discuss the continuous improvement results and reporting.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

FLSA OVERTIME CATEGORY:

The job is exempt from the overtime provisions of the Fair Labor Standards Act.

EVALUATION:

Performance will be evaluated in accordance with Board Policy.