

**CITY OF BOULDER
POSITION DESCRIPTION**

DATE: 05/2014

POSITION TITLE: Chief Resilience Officer

EMPLOYEE GROUP: MGMT

FIXED-TERM: Two years (may be subject to extension)

DEPARTMENT/DIVISION: Community Planning & Sustainability

OVERALL JOB OBJECTIVE:

Under minimal supervision and working with an Executive Team and others in the city organization to coordinate Boulder's efforts as an inaugural member city of 100 Resilient Cities (100RC). In this context, resilience is a multi-faceted concept encompassing social/public safety, economic, and environmental and climate factors. For a city, it means "the ability to withstand chronic stresses and acute shocks while still maintaining essential functions and recovering quickly and effectively." (100RC) It enables ecosystems and people to survive, adapt, and thrive.

The position will be responsible for working within the city organization and community to establish a compelling and comprehensive resilience vision, lead a community conversation about hazard awareness and resilience in Boulder, coordinate and implement effective resilience strategies that build on Boulder's existing and long-standing strategies, represent the city within the 100RC network, and leverage the benefits and services of the 100RC network and platform. The person in the position must drive the focus and attention of other city leaders and technical and professional staff to the importance of being a resilient city. Additionally, the job objective will entail:

- Within a two-year period, producing a concrete, meaningful, and multi-disciplinary/comprehensive resilience strategy outcome through coordination across diverse issues. Topics will include but not be limited to finance, technology, infrastructure (including radio and fiber communication), land use, building and design energy, communications, and community and social issues.
- Convening and collaborating with various city departments within the organization to manage the resilience strategy development and align it with other city projects and policies such as the Boulder Valley Comprehensive Plan (BVCP), Sustainability Framework, Priority Based Budgeting (PBB), Climate Commitment, other master plans for infrastructure and services, the Capital Improvement Program (CIP), and other city initiatives.
- Bringing resilience planning support and tools to the city's team to assist with tasks such as vulnerability assessment, identifying priority need areas and actionable initiatives, metrics of success and monitoring, best practices, community mobilization.
- Developing a resilience strategy that is clear, that has high levels of community and organizational support, and that specifies performance metrics as well as roles and responsibilities within the city and working with partners to identify their respective roles.
- Developing a clear road map or "action plan" for short- and long-term term steps, including financial and other mechanisms to fund and implement resilience strategies.

The work performed is of a highly responsible and complex nature, requiring senior-level expertise and demonstrated experience and success in long-term project management, team collaboration, public process and engagement, and development of plans, policies, and implementation strategies within a local agency.

DUTIES AND RESPONSIBILITIES:

1. Fulfill overall job objective as defined above.
2. Develop a work plan and set priorities to develop the comprehensive resilience strategy within the city organization.
3. Coordinate and consult with a Resilience Executive Team, and other city staff, departments, City Council, and community groups to build an effective resilience strategy.
4. Produce the city's comprehensive resilience strategy through a coordinated and integrated approach so that its outcome aligns with the process and outcomes of the 2015 update of the BVCP, other master plans, Sustainability Framework, Climate Commitment strategy, and the City's Priority Based Budgeting.
5. Fulfill other responsibilities related to resilience and being an ambassador to be defined by 100RC and the 100RC grant agreement.
6. Other:
 - Performs related duties as required to meet the needs of the city.
 - Takes proper safety precautions to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment and follows all safety regulations, policies and procedures. Reports all accidents and damage to city property.
 - Knows and complies with all city and department policies; participates in professional trainings and development; and adheres to attendance and workplace attire policies.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

CITY VISION AND VALUES:

The City of Boulder is committed to service excellence for an inspired future and the following values:

- **Customer service** - We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution-oriented approach
- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. We are open-minded and treat all individuals with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments and accept responsibility.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to public service. We believe community collaboration and the sum of our individual contributions leads to great results.
- **Innovation** - We promote a forward-thinking environment that supports creativity, calculated risks and continuous improvement. We embrace change and learn from others in order to deliver leading edge service.

KEY CHARACTERISTICS:

Must have the ability to manage, coordinate, evaluate the resilient cities project and execute all activities within the assigned project and be a representative for the project (or work closely with team member(s) whose complementary skills will enable the candidate to carry out his or her responsibilities). The key job characteristics include:

- **Leadership and management:** Has managerial courage and the ability to inspire, influence, and convene and collaborate with others to develop the city's resilience strategy.
- **Ability to build a team:** Able to build effective an effective team and share successes with the team. Must also be able to build relations between other agencies, community groups, and nonprofit organizations and the city's team.
- **Ability to engage locally/organizational agility:** Understands the local Boulder setting and is able to establish and maintain strong and meaningful engagement within the city's municipal leadership structure (with the council, boards and commissions, departmental directors, etc.), manage

relationships with the community and partnering organizations, and work within the city organization to move the strategy forward.

- **Process and project management:** Able to manage multiple streams of work, set priorities and move a project forward toward results, coordinating necessary planning and project management functions with internal city departments and operations and the team. Must have demonstrated experience and success in plan development, strategy and/or policy development at the city level and at working within a systems framework to develop and implement. Ability to quickly differentiate between critical and trivial tasks/activities while maintaining focus and navigating roadblocks to successfully accomplish goals in a timely fashion and keep good records and reports.
- **Possesses communication skills:** Effective in a variety of settings with a variety of audiences using multiple forms of communication – written, verbal, and presentation. Understands how to develop and lead participatory and engaging communication strategies with the community and stakeholders, and is able to change tactics when communication is not effective. A consistent communicator with bosses and peers whoe is timely with information to assist others with their work.
- **Ability to function across disciplines:** Able to communicate with and be effective within multiple sectors and disciplines (e.g., transportation, water/sewer/stormwater utilities, energy, healthcare, housing, education, community engagement, public safety, and planning).
- **Innovation management:** Be resourceful and willing to experiment with new ideas and work with the team to take calculated risks and has good judgment about which ideas are workable and can manage the creative process of others on the team. Facilitates effective brainstorming.
- **Cross-cultural agility:** Able to represent the city within the 100RC network and other global forums and bring 100RC resources back to the city's team for inclusion in the city's resilience strategy. Has cross-cultural agility and sensitivity.
- **Dealing with uncertainty and ambiguity:** Able to adapt comfortably with uncertain and shifting priorities and make decisions without having all information at hand.
- **Interpersonal savvy and emotional intelligence.** Relates well with many types of people within and outside the organization and uses diplomacy and tact. Aware of personal strengths and weaknesses.

ORGANIZATIONAL STRUCTURE:

(1) TITLE OF IMMEDIATE SUPERVISOR: Executive Director of Community Planning & Sustainability. Will work with an report to an Executive Team comprised of the City Manager and other directors.

(2) TITLE(S) OF POSITIONS OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: No direct reports; however will coordinate with citywide interdepartmental team, and may oversee or provide work direction to committees, administrative staff, or interns.

REQUIRED MINIMUM QUALIFICATIONS

Master's degree in Business or Public Administration, Emergency Management, Community and Economic Development, Engineering, Public Health or a related field; and a minimum of five years of progressively responsible experience in resilience, disaster recovery planning, emergency planning, or sustainability related work, with at least two years directing projects around sustainability or resilience.

Project and Team Management:

- Demonstrated ability to coordinate and manage complex projects involving competing interests and objectives, and build multi-disciplinary, cross-functional, city-wide project teams that do not include direct reports, and delegate and coordinate assignments.
- Strong project management experience, including program evaluation and ability to ensure the team meets the objectives. Ability to develop clear and actionable set of priorities and initiatives, determine metrics of success, create a resilience strategy, and understand holistic resilience and cross-cutting synergies.

Public process

- Demonstrated experience in project management and public process.
- Experience working with governmental public process and local public interest groups.
- Experience with monitoring progress through collecting data- both qualitative and quantitative.
- Working in partnership with community leaders and stakeholders to conduct community assessments to assess gaps between needs and resources; conduct strategic planning for community interventions and facilitate meetings and broker action among multiple community sectors. Manage and direct outreach activities such as establishing contacts and attending community meetings;
- Manages outside agencies, consultants and vendors; coordinates, collaborates and facilitates meetings; defines organizational structure; serves as the representative of the City Manager's Office in meetings involving regional projects, policies or procedures.
- Skill in maintaining effective working relationships with political units such as the mayor and City Council, boards of commission, state and county officials and/or various special interest groups and the public.

Personal Skills:

- Strong interpersonal skills including tact and courtesy, demonstrated ability to deal effectively with people in difficult or controversial situations, and experience and skills with working with diverse audiences including facilitation and outreach experience
- Excellent communication skills including the ability to translate technical topics or science for professionals and non-scientists and to communicate across multiple disciplines (for example, transportation, energy, housing, community engagement).
- Ability to communicate the concept of resilience and related topics to senior management and the public and be a liaison to regulatory bodies.
- Excellent written and oral communication skills and the ability to manage several projects simultaneously.
- Ability to develop a network of external and internal contacts to facilitate gathering needed information.
- Ability to perform under pressure and in difficult situations.

Research Skills:

- Grant writing and/or grant administration experience.
- Experience in research, policy development and analysis, and report writing.

Assessment and Monitoring:

- Ability to inventory municipal needs, provide direct assistance and connect the city to a "network" of public and private support and technical assistance.
- Ability to review analyses and refine understanding of interconnected risks and opportunities and review risk assessment requirements.
- Have a general understanding of coordinating municipal needs with resources for the municipal recovery progress, and ability to assess gaps in available tools and resources.
- Ability to accelerate the development and deployment of the next generation of best practices for resilience for disaster recovery.
- Able to develop resilience metrics and reporting and be responsible for their integrity.
- Have a strong knowledge and linkage to technology and ensure that business and technology strategies are aligned.

Have and maintain acceptable background information, including criminal conviction history.

DESIRED QUALIFICATIONS – In addition to the required minimum qualifications

- Experience with planning, policy development and implementation of organizational preparedness for community resilience efforts involving disruptions to economic, social, and environmental sustainability. Extensive knowledge, experience, and expertise in a broad range of topics related to resilience, climate

change and associated sustainability issues and ability to engage with city residents and business owners to inspire and build excitement about strengthening the community and social resilience.

- Experience in community problem resolution and policy development, and facilitating or managing large public processes or projects with an active, highly engaged, university community.
- Budget experience.
- Supervisory experience.
- Experience or training in conflict management and conflict resolution.

WORKING CONDITIONS - Required Physical and Mental Effort, and Environmental Conditions

Physical and Mental Effort:

Sufficient clarity of speech and hearing or other communication capabilities that permits the employee to communicate effectively on the telephone and in person. Sufficient vision or other powers of observation that permits the employee to review, evaluate and prepare a variety of written documents and materials.

Sufficient manual dexterity that permits the employee to operate computer equipment and other office equipment. Sufficient personal mobility and physical reflexes, which permits the employee to work in an office setting. Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard. Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.

Work Environment: Works primarily in a clean, comfortable environment. Works in a setting subject to continuous interruptions and background noises.

Machines and equipment used include, but are not limited to the following: Frequently uses standard office equipment including personal computers, telephones, calculators and copy/fax machines.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Note: The above description is illustrative only. It is not meant to be all-inclusive.

I understand that nothing in this position description restricts the city's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the city's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date