



CITY OPERATIONS OFFICER CITY OF MINNEAPOLIS, MINNESOTA

First Review of Applications: April 21, 2023

This announcement will remain posted until the City of Minneapolis selects a finalist.

THE COMMUNITY

Minneapolis, Minnesota (pop. 425,336) is a diverse, progressive community and the heart of cultural and economic activity in the Upper Midwest. Lying along both banks of the Mississippi River, Minneapolis is the largest city in the state and serves as the county seat for Hennepin County. Along with adjoining Saint Paul to the east, Minneapolis is part of the Twin Cities Metropolitan Area (pop. 3.65 million). Minneapolis-Saint Paul International Airport, recently named the best airport in North America, is located 12 miles from downtown Minneapolis and offers non-stop services to more than 150 destinations in 18 countries.

Minneapolis' has a robust and diverse economic base. The city is home to more Fortune 500 companies per capita than any other city in the world and serves as home to several of the world's largest private companies. A global leader in medical technology innovation, commercialization, and manufacturing, Minneapolis boasts innovation across multiple industries, from software to renewable energy. The city also has one of the highest concentrations of banks and financial talent in a major metropolitan area.

Minneapolis and surrounding areas offer multiple opportunities for year-round outdoor recreation, from festivals and open-air concerts in summer to ice fishing and cross-country skiing in winter. The city has repeatedly ranked as having one of the best park systems in the United States, with almost 7,000 acres of parkland, 22 lakes, and more bicycling trails per square mile than anywhere else in the country, including the shores of Lake Superior and multiple national park sites around the state for hiking, boating, snowmobiling, and camping.

Visitors flock to the city from around the country to see Broadway shows in the dynamic Hennepin Theatre District, shop at the Mall of America in the nearby suburb of Bloomington and attend major sporting events at several world-class stadiums. Minneapolis has a strong creative community with internationally recognized art museums and an abundance of performing arts theaters and music venues. The city's bustling downtown is connected via Skyway, a 9.5 mile second-level enclosed pathway connecting 80 city blocks and allowing for easy, climate-controlled access to downtown businesses, restaurants, stadiums, hotels, and more.

Minneapolis K-12 students are served by Special School District Number 1, which administers about one hundred public schools. Minnesota students have school choice options by law, which include open enrollment, charter schools, and approved public online schools. The Twin Cities area is also home to 16 college and universities.

With its abundance of green space, cultural opportunities, and flourishing economy, Minneapolis is a top destination to live, work, and play. Click here to learn more about Minneapolis, the City by Nature.

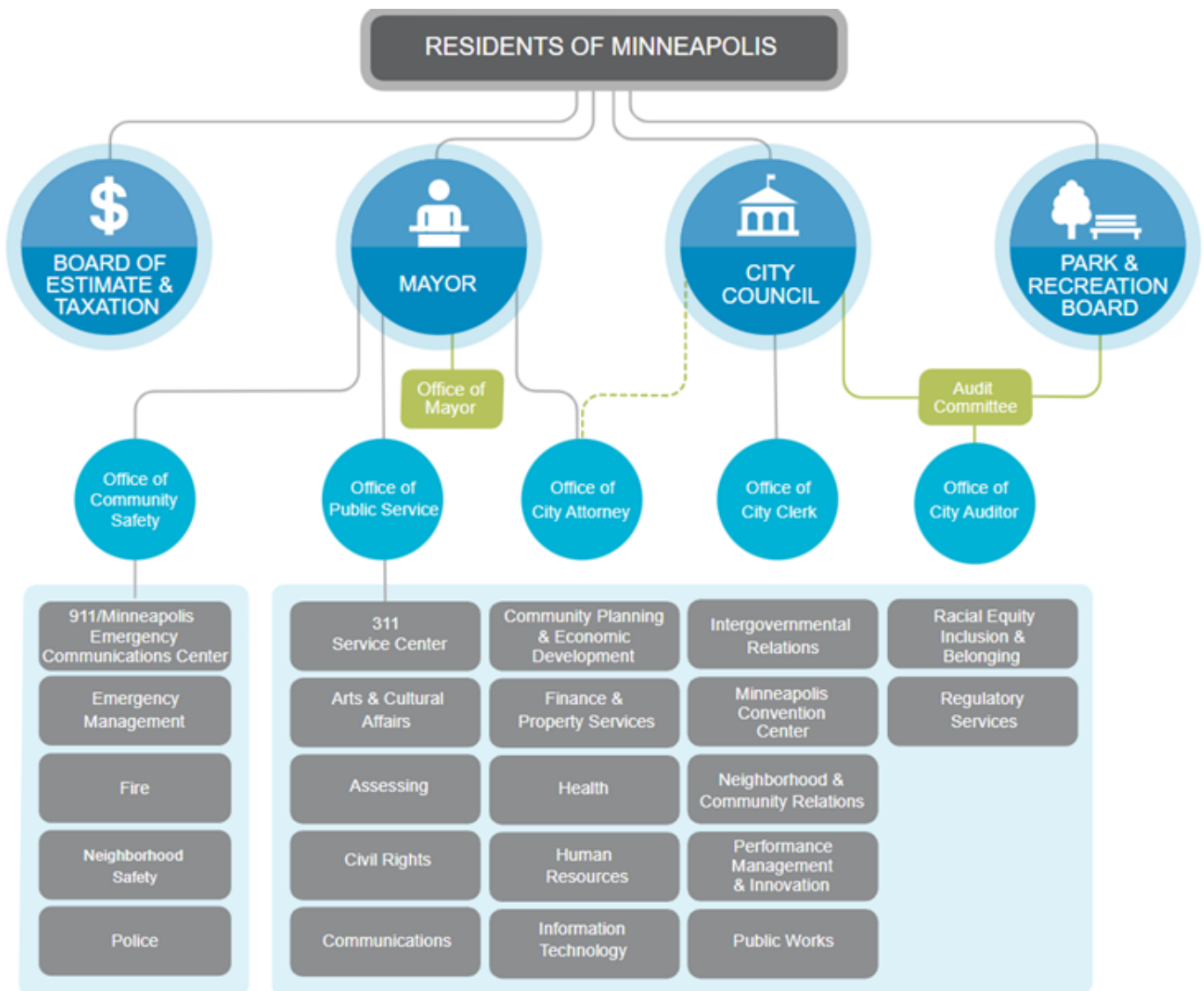


THE ORGANIZATION

The City of Minneapolis operates under the Executive Mayor-Legislative Council form of government. As such, the mayor is the chief executive officer of the City, and is responsible for leading city departments, appointing representatives to several agencies and commissions, nominating department head candidates for council approval, proposing annual operating and capital budgets, and reviewing, approving, or vetoing all actions by the council and park board. The city council, the legislative body, adopts local laws, makes policy, and oversees programs. The city council also levies taxes, enacts ordinances and resolutions, licenses businesses, and exercises budgetary control over city departments. Citizens elect a mayor and 13 city council members from individual wards for concurrent four-year terms.

The City’s budget is \$1.66 billion in 2023 and \$1.72 billion in 2024. This represents a \$60 million, or 4 percent increase from the 2022 budget of \$1.57 billion, exclusive of the City’s Independent Boards and interfund transfers. The City employs more than 4,000 full-time employees.

[Click here to learn more about the FY 2023-2024 Council Adopted Budget.](#)



Mission

Our City government takes strategic action to address climate change, dismantle institutional injustice and close disparities in health, housing, public safety, and economic opportunities. In partnership with residents, City leaders help to ensure all communities thrive in a safe and healthy city.

Vision

Minneapolis is an intentionally compassionate city where each of us can reach our full potential while caring for one another, eliminating racial disparities, improving our environment, and promoting social well-being. We lead in innovative and creative ways, focused not only on our present needs, but also the success of future generations.

Values



Equity: City government works side-by-side with community members to engage all voices, creatively problem solve, and build trust, particularly with those who have been most impacted by inequities. This helps to ensure that opportunities are accessible to everyone.



Welcoming: All individuals are welcome, regardless of race, ethnicity or place of origin, gender identity or religious affiliation. This enhances Minneapolis' cultural fabric, economic growth, global competitiveness, and overall prosperity for current and future generations.



Safety: People have a strong sense of security and can live peacefully in safe neighborhoods, knowing that city government is accountable for responsive and proactive community safety services.



Stewardship: We serve as trusted stewards of financial, environmental, social, and physical resources, recognizing that resources are for the common good today and tomorrow. We seek solutions that reflect our long-term commitment to end suffering in our city.



Excellence: To achieve the best outcomes and the highest quality service, we are forward-thinking and exhibit competence, professionalism, and integrity, and strive for personal growth.



Transparency: People can trust City government and hold them accountable for making and communicating decisions grounded in accurate information and integrity. We build credibility by accepting feedback, owning our actions, and providing reliable follow-through.



Health: To achieve physical, emotional, and mental health, we all work to ensure equitable access to healthy food, recreational opportunities, natural amenities, positive youth development, and walkable neighborhoods.

Goals

- ◆ Public Safety
- ◆ Housing
- ◆ Economic Development
- ◆ Public Services

- ◆ Environmental Justice
- ◆ Built Environment & Transportation
- ◆ Public Health
- ◆ Arts and Culture

THE CITY OPERATIONS OFFICER

Reporting directly to the mayor, the City Operations Officer (COO) is responsible for the effective, efficient, responsive and equitable administration of certain city functions, programs, and services. The COO collaborates with the mayor and city council to develop short term, and long-range goals and objectives, local, national and state legislative proposals. As the head of the City's new Office of Public Service (OPS), the COO oversees the City's Finance Department and supports the preparation of the City's annual budget while ensuring the financial solvency and core service delivery needs and objectives of the organization are met.

The COO has direct responsibility for non-community safety departments, including Administrative Services, Communications and Engagement Services, Community Development and Livability, Public Works, and Civil Rights. Additionally, the Office of Public Service is comprised of the following other departments: 311/Service Center, Arts & Cultural Affairs, Assessing, Communications, Community Planning and Economic Development, Finance & Property Services, Health, Human Resources, Information Technology, Intergovernmental Relations, Minneapolis Convention Center, Neighborhood and Community Relations, Performance Management & Innovation, Racial Equity, Inclusion, and Belonging, and Regulatory Services.

The COO leads the implementation of the mayor and council's operational objectives, programs, and initiatives to meet short- and long-term financial and mission-critical operational goals while promoting collaboration and innovation among all city departments and ensuring the delivery of high-quality, coordinated city services. The COO is also responsible for:

- Establishing the capacity and infrastructures necessary to deliver internal services to all aspects of the organization, including the development, review and implementation of operational policies and procedures.
- Developing business and functional strategies for the entire organization, including defining vision, values and strategies for the implementation, direction, and outcomes of multiple high impact initiatives to achieve established goals.
- Leading the development of the City's capital and operating budgets for each function and designing processes and policies to support efficient service delivery, while meeting the organization's changing needs.
- Collaborating with the mayor, city council, and members of the leadership team to establish measurable individual and team performance goals and standards of service using data analytics to measure activity and drive continuous improvement.
- Maintaining strong working relationships with the mayor and city council, coordinating intergovernmental activities with regional partners, and working collaboratively with the City's labor unions.
- Developing and delivering presentations to community interest and civic groups, developing policies that contribute to ensuring that anticipating and attempting to satisfy resident's needs, while promoting the City as a local government leader.



LEADERSHIP OPPORTUNITIES

The City of Minneapolis adopted the following competencies for all leadership positions:

- Focus on results: takes initiative, drives for results, and establishes stretch goals.
- Personal capability: demonstrates technical/professional expertise, solves problems, and analyzes issues, innovates, and practices self-development.
- Character: displays high integrity and honesty.
- Leading change: develops strategic perspective, champions change, and connects the group to the outside world.
- Interpersonal skills: communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork.
- Cultural agility: demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures, and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view; and
- Strives to create a racially equitable work environment: develops policies, practices, and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.

The COO will have an unprecedented opportunity to contribute to unique opportunities that include:

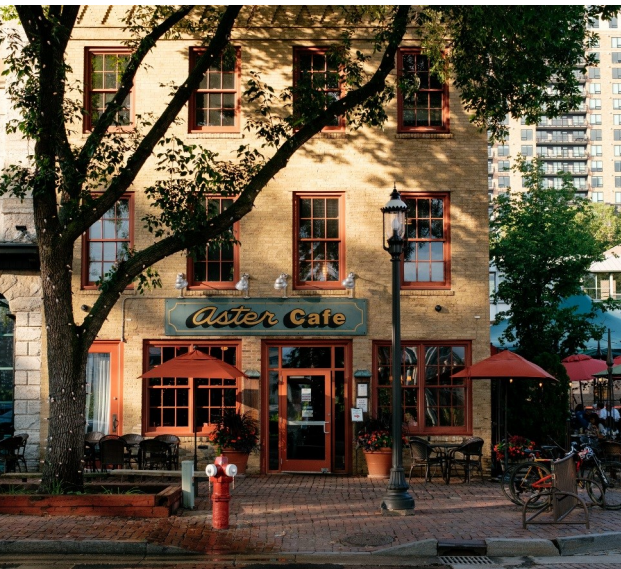
- **New Government Structure.** The new COO will have an opportunity to lead the implementation of a revised government structure to ensure the effective, efficient, and responsive delivery of quality services to the citizens as directed by the mayor. This will include transforming organizational objectives into measurable goals and outcomes. As such the new COO will have an opportunity to lead the establishment of cutting-edge organizational performance measures and outcomes.
- **Race, Diversity and Equity Initiatives.** The COO will have an opportunity to champion the city's commitment to diversity, inclusion, and belonging at all levels within the organization. As such, the new COO will contribute to the development and cultivation of an inclusive, diverse, and supportive workforce and therefore positively influencing the organizational culture.
- **Service Delivery Excellence.** As a key member of the City's leadership, the COO will also have an opportunity to develop, repair, and continuously improve service services. This includes unquestionable integrity, ethical behavior, personal and professional accountability, an unquestionable commitment to organizational traditions, and shared values, which will serve as a model for others to follow.



DESIRED CAPABILITIES

The City desires to hire an individual who is an inspirational leader and competent manager. This individual has the character to “do the right thing” even when no one is watching. This includes leading a large complex organization with the highest level of integrity and transparency who also understands government operations in a shared governance structure. Other traits include:

- **Problem Solving:** The COO will have the ability to analyze, diagnose and deal with problems effectively. This highly skilled professional will also have a natural propensity to find and help lead others to solutions as a collaborative problem-solving facilitator.
- **Decision Making:** The COO must demonstrate the ability to make clear-cut and timely decisions based on well-informed and time-sensitive plans or goals. This individual is aware of these competing costs and weighs them carefully.
- **Leading with Empathy:** The COO demonstrates an ability to feel what those around them feel and can make clear-headed decisions, based on a deeper understanding of the individual challenges, desires, aspirations, of each team member and can build, repair, or maintain trust, mutual respect, and cooperation.
- **Unquestionable Integrity:** The COO is trusted to make decisions in the best interest of their team or organization and works to gain the respect of their peers and colleagues, while achieving individual and team goals.
- **Unquestionable Professional Ethics:** The new COO will offer a record of consistently behaving according to a set of principles and values that are generally viewed as a sound basis for the common good such as integrity, respect, trust, fairness, transparency, and honesty.



EDUCATION AND EXPERIENCE

A bachelor's degree, from an accredited college or university, in business administration, public administration, or a closely related field, and a minimum of ten years of professional experience in an executive leadership position, of which five years must have been in a senior-level position in a similar-sized organization. A Master's degree in a closely related field and corresponding professional certification is desired but not required. Experience working in a large metro area with the ability to think on a regional basis and experience in an Executive Mayor form of government are desirable.

COMPENSATION AND BENEFITS

The starting salary will be in the range of \$278,767 to \$330,460 per year, depending on qualifications. Additionally, the City of Minneapolis offers a [competitive benefits package](#) that includes medical, dental, life, and disability insurance. HRA/VEBA spending accounts, paid vacation, holidays, sick leave, and paid parental leave, and participation in the Public Employee Retirement Association (PERA). Qualified employees may participate in the Minnesota State Retirement System (MSRS). Relocation assistance is negotiable. For more details about the City's benefits, [click here](#).

APPLICATION AND SELECTION PROCESS

To apply for this outstanding career opportunity, please visit:

www.governmentjobs.com/careers/bakertilly

This announcement will remain posted, and we will continue accepting applications until the City of Minneapolis selects a finalist. We encourage interested applicants to complete and submit their applications before the posted first review date of April 21, 2023, after which the Review Team will evaluate each application to identify those individuals who most closely meet the City's desired traits, attributes, and qualifications, as outlined in this recruitment brochure. Subsequently, the Review Team may ask a select few to complete an additional due diligence form, written questionnaire, and participate in one-way video interview. All finalists must agree to complete and return a background authorization form.

For more information, please contact Edward.Williams@bakertilly.com or call (214) 842-6478.

The City of Minneapolis is an Equal Opportunity Employer and values diversity at all levels of its workforce.

