CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 420.0

Job Title: **CHIEF TRANSFORMATION OFFICER (EXEC LVL)**

Pay Grade: 34

GENERAL SUMMARY:

Under the leadership of the Department Director, serves as a chief advisor and has executive oversight of the transformational direction of the Department and the Department's programs that have city-wide impact.

RESPONSIBILITIES:

- Establishes and defines the transformational initiatives to improve programs, performance, efficiency, reporting, and regulatory compliance.
- Develops, implements, and manages the transformational plan and ensures objectives are aligned with the City's and Department's direction.
- Assesses and keeps abreast of practices and emerging trends in the organizations' industry to create transformational decisions. Evaluates impact and assists the organization to proactively adjust to any changes and mitigate risks.
- Assesses current Key Performance Indicators (KPIs), practices, processes, policies and procedures to ensure appropriately attuned with the transformation plan.
- Monitors departments' performance and effectiveness through reports on KPIs and operation indicators, division feedback, and analytics.
- Works collaboratively with the departments to effectively allocate resources and to cultivate organizational development needs.
- Meets with employee, governmental, business, professional, civic and other groups to discuss, interpret, promote, advocate and/or explain the transformation plan and initiatives.
- Establishes and coordinates a variety of special projects to improve the efficiency and effectiveness of departmental operations, processes and procedures via transformation initiatives.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Business Administration, Public Administration, Finance, Economics, Organizational Development or another degree related to the responsibilities of the job.

EXPERIENCE:
More than ten years of experience are required in progressively responsible professional work directly related to the responsibilities of the job, with at least two of the years with leadership, analytics, and/or finance responsibilities.

SPECIFICATIONS: (continued)

A Master's degree in Business Administration, Public Administration, Finance, Organizational Development or another field related to the responsibilities of the job may substitute for two years of the experience requirement.

COMPLEXITY:
Work is very non-standardized and widely varied, involving many complex and significant variables. Analytic ability and inductive thinking are required in extensively adapting policies, procedures and methods to fit unusual or very complex situations.

IMPACT OF ACTIONS:
Errors in work lead to major costs and problems; impacts are typically short-term but may have some effect on the long-term performance of the City. Work is typically performed with policy direction provided and the individual sets virtually all the objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a chief advisor to the Director.

Indirect Supervision:
Involves supervision and evaluation of work as a chief advisor or equivalent.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Deputy Directors and City executive management. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required.

External Contacts:
Level of external contact is primarily with prominent persons. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues which require diplomacy.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort.

PHYSICAL SKILL:
Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Chief Transformation Officer (Exec Lvl)

Effective Date: July 2026