



CHIEF
INNOVATION
OFFICER



UNIQUE OPPORTUNITY

The City of Austin is seeking a creative, resourceful and collaborative professional with sophisticated people skills to head up the newly created Office of Innovation. One of the major roles of this new position will be to serve as a connector and facilitator between citizens, businesses, universities and City employees to generate ideas for developing new solutions to civic challenges. This is a fantastic opportunity for an individual who has a passion for the pursuit of ideas, can mobilize energy around innovation and create momentum and drive toward furthering the City's goal of being the Best Managed and Most Livable City.

CITY OF AUSTIN

This vibrant and dynamic city tops numerous lists for business, entertainment and quality of life. One of the country's most popular, high-profile "green" and culturally dynamic cities, Austin was selected as the "Best City for the Next Decade (Kiplinger), the "Top Creative Center" in the US (Entrepreneur.com) and is #1 on the "On Numbers Economic Index" as the fastest growing economy.

Austin continues to lead the country with its vision of being the "Most livable City in the country," emerging as a player on the international scene with such events as SXSW, Austin City Limits, Formula 1 and being home to companies such as Apple, Samsung, Dell and Seton Healthcare. From the home of state government and the University of Texas, to the "Live Music Capital of the World" and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health and sustainability. Austin is a recent recipient of "Google Fiber".

The city offers a wide range of events, from music concerts, food festivals and sports competitions to museum displays, exhibits and family fun. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country,--rolling terrain of limestone bluffs, springs, rivers and lakes -- Austin's temperate climate is ideal for year-round jogging, cycling, hiking on the city's many trails or swimming at Barton Springs or one of the area's many other swimming holes. There are a number of excellent golf courses in the area as well as excellent opportunities for rowing, kayaking, canoeing, camping, rock climbing, disk golf, mountain biking, fishing and more. Austin has something for everyone.

Austin's population is diverse and continues to attract talent from around the world in areas such as technology, research and higher education. The Hispanic population makes up 32% of the metro's population and grew 64% between 2000 and 2010. The Asian population had greater growth -- 87% -- for the same period.

Austin is an educated community. As of 2011, of residents age 25 and older 40% have a bachelor's degree or higher, 68.7% have at least some college and 14.2% have a graduate degree.

Nearly half of the region's population (43%) is in the peak working years between the ages of 18-44 (compared to 36% nationally). The median age within the metro area is more than four years younger than the national median (32.9 years vs. 37.3 years).

The Austin Metro, consisting of surrounding area populations is 1,783,519 making it the 34th largest metropolitan area in the US. In 2011, the City of Austin had a population of 842,592 and ranked as the 11th largest US city.

CITY GOVERNMENT

The City of Austin is a progressive, dynamic, full-service municipal organization operating under the City-Manager form of government. The Austin City Council has six council members (one serves as Mayor Pro Tem) and a mayor. The entire City Council is elected at large by the voters of the city. Each member serves a staggered three-year term. The City is in the process of transitioning to a 10-1 structure. The Council will be elected from 10 single member districts, with the mayor at large. The Mayor and Council Members may serve in their respective seats for a maximum of six years or two consecutive terms.

The City Council appoints the City Manager who is the chief administrative and executive officer of the city. The City Manager is responsible for guiding and directing day-to-day operations as well as providing strategic research, recommendations and management leadership to the City Council on budget, programs, policies and services. The City Manager implements the organization's administrative responsibilities with a strong team of Assistant City Managers and Department Heads. Supported by a staff of approximately 12,000 and a budget of \$3.1B, the City Manager and staff deliver a broad range of services to the citizens of Austin.

The City Council and City Manager of Austin are committed to their mission of delivering the highest quality services in the most cost-effective manner. The City Manager's resolve is to make it the most livable and best-managed city in the country.

CHIEF INNOVATION OFFICER

Appointed by and reporting to the City Manager, the Chief Innovation Officer will head up the newly created Innovation Office for the city. The Chief Innovation Officer will work across city departments, but will also be expected to forge relationships between the city, university, community and business members, as well as the technology community -- acting as a gateway for proactively engaging diverse constituencies in creating unique and creative solutions to civic challenges. The city is looking for an individual who can be a champion for how to help government think differently, take risks and not rely on old traditional ways of solving problems. The individual will be tech savvy, embrace technology and will work closely with the city's Chief Information Officer and technology community, however, this is not a technology position.

Typical duties of the position include:

- Work with internal and external partners on behalf of the City Manager to identify, develop, test, organize and encourage innovative best practices in local government administration.
- Meet regularly with City of Austin leadership, Council Committees and community boards to facilitate breakthrough idea development.
- Develop and manage a life-cycle process for test projects to include design, deployment, testing and performance evaluation.
- Serve as a consultant and facilitator for city employees, local businesses, individuals and organizations seeking to develop new solutions to civic challenges.
- Forge partnerships with local community groups, businesses, universities, school districts and technology companies that can support and be involved with research and/or development of innovative solutions.
- Explore and import innovations from other communities for testing where it may be applicable.
- Work in partnership with the Chief Information Officer on identification, development and testing of civic technologies and projects that advance the city's Open Government mission.
- Assist internal and external partners in identifying resources necessary to support innovation.
- Plan and execute programs that promote local development of innovative solutions.

CURRENT ISSUES AND PRIORITIES

Upon assuming this position, the new Chief Innovation Officer will be expected to oversee the day-to-day operations of the Innovation Office in addition to advancing some strategic issues and priorities. The following challenges and issues represent a partial list that will warrant the Chief Innovation Officer's attention:

Forge Partnerships – Develop relationships and partnerships internally with city employees and externally with community organizations and individuals, business representatives, technology community representatives, universities and school districts to support development of innovative solutions.

Engagement – Enhance community engagement in city issues and problem solving; leverage and engage non-traditional sources through alternative methods.



Innovation incubator – Become the 'front door' for ideas; establish a process to generate, evaluate, develop, foster and manage the life cycle of test or demonstration projects or ideas; establish processes or methods of engaging people up front in creating improvements.

Problem solving – Establish problem solving methodology, processes and approaches; enhance consistency and use of such a process internally.

Transparency – Building on current practices and goals, creatively insert increased transparency into civic dialogue, processes, services and information access.

Enhance a climate of innovation – Push the envelope on creative problem solving, idea generation and implementation of innovation in the way the city interacts with its citizens, provides access to civic dialogue, solves problems and delivers service.

THE IDEAL CANDIDATE

The ideal candidate is an experienced professional with a broad range of private and public sector experience that demonstrates organizational development and successful implementation of innovation and change management strategies. Strong candidates will have a proven track record of establishing collaborative relationships with internal, community and business stakeholders. Culturally, socially and politically savvy, the ideal candidate will know how to get things through the system while understanding impacts on diverse portions of the community. The proactive manager must be an effective communicator who not only believes in open government, but is obsessed with transparency and communication. The position demands a creative, resourceful individual with a passion for change. The strong candidate will be able to take risks and be comfortable with creating disruption and discomfort by pushing new ideas, while taking steps to ensure continued collaboration of those affected by change.

Specific qualifications are as follows:

Knowledge and Skills:

- Knowledge of best practices and available tools for insourcing, crowdsourcing and community-sourcing innovative solutions.
- Knowledge of the principles and methods for lean startup and rapid prototyping of projects.
- Knowledge of the principles of open government, transparency and community engagement.
- Skill in recognizing transformational opportunities and applying them in a real-world setting
- Skill in facilitating organizational change initiatives.
- Ability to inspire creative thought and problem-solving that can transform services to residents.

Competencies and Personality Attributes

- Creative and resourceful
- Thrives on chaos



- Proactive and aggressive collaborator
- Fearless
- Risk taker; risk tolerant and thick skinned
- Sophisticated and influential people skills
- Patient and persistent to see ideas through
- Able to build coalitions
- Personable, comfortable in diverse settings
- Strong, resilient, confident
- Articulate
- Good listener

Critical Thinking/Problem Solving

- Able to take conceptual to operational
- Critical thinker
- Awareness of both macro and micro levels of problem solving
- Visionary – clear view of desired outcomes
- Organizational navigator – work through and within the organization
- Systems thinker; understands the complexities and interactions of systems

Education and Experience

Graduate degree from an accredited four-year college or university, plus seven (7) years of work experience that demonstrates organizational development, creative leadership and change management skills.

COMPENSATION AND BENEFITS

Compensation – The salary range for the Chief Innovation Officer is **\$110K – \$130K**. Actual salary will be dependent on the experience and qualifications of the successful candidate.

The City also offers an attractive benefit program to employees, which includes the following:

Retirement – Defined Benefit Pension Plan with vesting after 5 years of continuous service.

Health – Choice of two plans: United Healthcare PPO or United Healthcare HMO. Employee –only coverage is paid by the City; dependent coverage is available at a subsidized rate.

Dental – Employee only coverage. Dependent coverage is available at a subsidized rate.

Group Life Insurance – City-paid coverage at one times annual base salary. Additional supplemental coverage and dependent life is available as an option.

Flexible Spending Account – ‘Flextra’ program allows the employee’s cost associated with group benefits and dependent care expenses to be deducted from his/her paycheck prior to FICA and withholding taxes, on a pre-tax basis.

Short-term Disability Insurance – Employee coverage paid by City.

Long-term Disability Insurance – Available as an employee option.

Cellphone Allowance – There is a cell phone allowance.

Vacation – Accrue 4.34 hours of vacation per pay period (13 days per year). Maximum accumulation of 400 hours. Cash pay-out of leave balance not to exceed 240 hours upon separation.

Sick Leave – Accrue 1 day per month; unlimited accrual

Holidays – 13 days per fiscal year.

Workers Assistance Program – Pre-paid professional counseling services available to be used by the employee and any member in the household.

Service Incentive Pay – Upon approval by the City Council, an employee is eligible for service incentive pay after a pre-determined number of years.

Wellness Program – Free classes and fitness events are offered throughout the year, providing opportunities to increase health awareness and practice healthy living.

Relocation Assistance is negotiable.

APPLICATION AND SELECTION PROCEDURE

To be considered for this excellent career opportunity, please submit your resume with cover letter, current salary history and four work-related references to the e-mail below. Your resume should reflect the months and years of current and prior positions; also include the size of budget and staff managed. **Open until filled. First review of resumes will occur by the end of August.**

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Selection Process

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant in early September, following which the most qualified candidates will be referred for interviews in the City beginning the last week of September. The City anticipates making an appointment to the position by the end of October following final interviews and the completion of reference and background checks to be coordinated with the successful candidate.