

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Program Manager	C	4	3	Exempt
POSITION TITLE:	Organizational Change Manager	POSITION#:	501081	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised (Check one)	Date:	01/01/2025		
SERVICE TYPE:		NON-REP MANAGEMENT		
Employee Name:	vacant	Department:	Board of Commissioners Office	Supervisor: County Administrator
FTE:	1.0	Employment Status:	Regular Full Time	

Position Summary:

The Organizational Change Manager is responsible for leading and managing the Office of Resiliency, Strategy, and Change Management (ORSCM). ORSCM will not only focus on the population served by the County, but will also focus on service design, delivery methods, and the quality of services by embedding county values into service delivery processes; applying an equitable service lens before and during initial outreach on new programs, services, projects and initiatives; and improving and redesigning services to more effectively accomplish the County’s strategic goals and core values.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Supervision and Management Essential Duties: <ul style="list-style-type: none"> • Provide effective leadership, direction, planning and organization for the ORSCM. • Supervise professional staff, including prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making or overseeing selection, termination, and disciplinary decisions. • Establish, implement, adapt or assign operational and program goals, performance standards, procedures, benchmarks, and monitor progress. • Lead staff in strategic planning and employee engagement, including establishment of office and team goals that are aligned with County goals. 	25%
2	MFA: Change Management Essential Duties: <ul style="list-style-type: none"> • Lead and facilitate a structured process for planning and implementing new ways of operating that effectively meet the needs of the population being served. • Support the development and coordination of change management plans that assist County Leadership in making key changes to programs, services, organizational structures, and/or workplace culture. • Monitor and assess the impact of change on all employees and customers. • Provide expert advice and counsel in making key changes within the County and evaluate the success of change management initiatives implemented in navigating change. • Develop strategic objectives that more effectively embrace County core values. 	60%

	<ul style="list-style-type: none"> • Provide input, document requirements, and support the design and delivery of training programs that increase education on change management, other key County policies and values. • Enable the design, development, delivery and management of key communications on organizational changes and values. • Conduct impact analyses, assess change readiness, and identify key partners for countywide change initiatives. Identify, analyze and prepare risk mitigation tactics for challenges in implementing initiatives. • Provide or direct the preparation of reports to the County Administrator and Board of Commissioners on ORSCM assigned activities, projects, and/or initiatives. • Ensure all ORSCM operations, activities, and services are adequately resourced and aligned with departmental and county objectives and priorities. • Oversee preparation of ORSCM budget and allocation of funds to the appropriate operations, activities, and services. • Develop, authorize, and assure compliance with grants, contracts, and other funding sources assigned to ORSCM. 	
3	<p>MFA: County Strategic Planning and Project Management</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Lead the development, execution, and monitoring of the County Strategic Plan and ensure alignment with Board of Commissions adopted goals, objectives, priorities, and core values. • Lead the development and oversight of a system of indicators and metrics that effectively measure and evaluate the County’s progress in meeting its goals, objectives, and priorities. • Provide technical assistance and staffing support to County Leadership in helping ensure the efficient, effective, and equitable delivery of the County Strategic Plan. • Improve the services of the County by analyzing financial data and recommending strategic and equitable investments. • Develop, implement, and/or interpret policies, processes and procedures to ensure County programs and services operate in a way that meets the needs of the population being served. • Oversee projects for operational improvement projects, comprehensive research studies, and countywide initiatives or projects that are part of the County Strategic Plan. • Manage project budgets, schedules, spending plans, and performance. • Collaborate with partners and follow contracting guidelines to develop contractor statement of work and obtain bids from contractors. • In coordination with the County Administrator and as necessary, Board of Commissioners, implement proposed changes in project scope, quality, budget, or schedule. Verify quality of project deliverables. 	15%
	And other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:

The individual in this position should have experience in leading teams and/or organizations in strategic planning and implementing project plans in accomplishing key objectives. The person in this position should also have a solid understanding of how to effectively foster the growth of those principles into an organization and the services they deliver. The individual should understand how people go through change and the change process. Some additional requirements and skills that are necessary include:

- Exceptional communication skills, both written and verbal, addressing a variety of audiences
- Excellent active listening skills
- Ability to establish rapport as well as form and maintain strong relationships
- Ability to motivate others to move toward a common vision or goal
- Organized and committed to creating and maintaining thorough documentation
- Strategic thinking, problem solving and root cause-identification skills
- Ability to work effectively at all levels of an organization, including engaging and supporting senior leaders
- Preference for working collaboratively with and through others
- Understanding of common organizational issues and challenges
- Familiarity with project management approaches, tools, and phases of the project lifecycle
- Ability to assess change readiness and change impact
- Experience coaching supervisors and teams
- Ability to Identify potential risk associated with proposed changes and mitigate it
- History of working with collaborating organizations and partners
- Interest in continual learning about best practices and new knowledge in the field
- Ability to engage in difficult conversations and talk through uncomfortable or emotionally charged situations
- Emotional intelligence; ability to understand and manage emotions effectively
- CCMP or PMP certifications preferred

Physical Requirements:

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: work with angry or hostile clients or members of the public, work with toxic substances and biohazards, and exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____