



## OUR CITY

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Incorporated on March 27, 1911, the City of Fort Lauderdale is framed on the east coast of Florida by seven miles of golden sand beaches and bordered on the west by the Everglades. Between the two, the Intracoastal Waterway, New River, and a canal system reminiscent of Venice, wind through the interior. At nearly 36 square miles and with a population of 176,510, Fort Lauderdale is the largest of Broward County's 31 municipalities and the seventh largest city in Florida.

Fortunate to have more than 3,000 hours of sunshine each year and pleasant year-round ocean breeze, world-famous Fort Lauderdale Beach offers premier opportunities for recreation, relaxation and enjoyment. The picturesque Riverwalk serves as the cornerstone of the City's arts, science, cultural and historic district that features the Broward Center for the Performing Arts, Museum of Discovery and Science, Museum of Art, and Fort Lauderdale History Center. Las Olas Boulevard has gained international acclaim as Fort Lauderdale's centerpiece of fashion, fine dining, and entertainment, and the City's downtown area is home to many corporate headquarters, government offices, and educational institutions. Through the cooperative efforts of neighbors, businesses, and local governments, Fort Lauderdale has evolved into a City that offers the best of worlds, an attractive business climate and an outstanding quality of life.

## OUR ORGANIZATION

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The City of Fort Lauderdale is staffed by a dynamic and goal-driven workforce that is dedicated and committed to delivering exceptional services. Our employees are passionate about making a difference and achieving our mission, "We Build Community," in a fast-paced organization that operates by vision, strategy, and action. It is management's goal to provide employees with the opportunity to build upon their strengths, produce quality work, and enjoy a professional and rewarding career.

## MANAGEMENT FELLOW WORK PLANS

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The City of Fort Lauderdale is seeking two qualified individuals to serve two-year Fellowships. For the 2017 Cycle, first-year Management Fellows will be selected for one of the City Manager's Office's Divisions. Host divisions include Neighbor Support and Structural Innovation. Detailed work plans for the Management Fellow positions with the City of Fort Lauderdale are outlined on the following pages.



**CITY MANAGER'S OFFICE: DIVISION OF NEIGHBOR SUPPORT**

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Under the leadership of the City Manager, the Neighbor Support Division provides quality outreach and enhanced services to our neighbors, visitors and partnering agencies. The division is responsible for coordinating City services, responding to neighbor-initiated requests, and reaching out to civic, neighborhood and homeowners associations.

The Division administers the Neighborhood and Business Capital Improvement Programs. To enhance the quality of life in our neighborhoods, the Fort Lauderdale City Commission established the Neighborhood Capital Improvement Program (NCIP) and the Business Capital Improvement Program (BCIP). The goal of these programs is to provide matching grant funds for the construction of capital improvements that beautify neighborhoods and businesses and enhance quality of life for those who live, work and visit the City of Fort Lauderdale.

The Management Fellow for Neighbor Support would assist with monitoring, executing and enhancing the services provided to our neighbors. Responsibilities may include:

- Assists the Neighbor Volunteer Office
- Administers both the Adopt-A-Street and Adopt-A-Neighbor Programs
- Assists in coordination of the NCIP and BCIP program and projects
- Assists in neighbor inquiries
- Assists in City Commission inquiries
- Assists in developing a Complaint Management System to synthesize and analyze information
- Assists in enhancing a Neighbor Services Webpage
- Researches and proposes a system to update/archive projects electronically
- Attends Homeowners Association/Neighborhood Association and community meetings/events as appropriate
- Attends/Assists with Education Advisory Board (EAB) and the Council of Fort Lauderdale Civic Associations
- Attends City Commission meetings as needed



### ***CITY MANAGER'S OFFICE: DIVISION OF STRUCTURAL INNOVATION***

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Structural Innovation was created in the fall of 2011 to advance strategy management, performance excellence, and process improvements. The team leads Vision-based strategic planning that is reflective of community priorities and inclusive of employee subject matter expertise. Among its responsibilities, the Division of Structural Innovation guides the organization's strategic thinking, operating through collaboration and teamwork to achieve synergies not possible through traditional organizational silos, and leads continuous process improvement efforts aimed at improving performance and significantly reducing the time and costs associated with everyday business processes. Structural Innovation is a resource to City departments to help build the strategic capacity essential for high performance.

The Management Fellow for Structural Innovation will assist with the implementation and monitoring of the City's ISO 9001:2008 Certified Strategic Management System, which includes the Vision Plan, Strategic Plan, and Commission Annual Action Plan. Responsibilities may include:

- Leads the implementation of ISO 9001 for assigned departments, including assisting departments with compliance to ISO 9001 standards, and management of corrective action reports.
- Leads the development of budget narratives and performance measures for assigned departments.
- Assists in identifying, managing, and improving key processes. Works with department staff to map processes, identify improvements, develop action plans, and monitor progress through achievement of the action plan and performance measures.
- Assists the Structural Innovation Manager with the development of the Structural Innovation budget.
- Supports the City Manager's Office at the Emergency Operations Center (EOC) in the event of EOC activation (such as hurricanes).
- Researches and proposes best practice solutions and innovative service delivery models with the purpose of implementing initiative(s) to result in improvement, for example approaches to address the homeless population, organizational communications, succession planning, and employee training.
- Other assigned duties and special projects as they arise.