

Organization: Results for America
Role: Senior Manager, Certification (US and Canada)
Location: Remote / Flexible

Organization Overview

Results for America (RFA) is the leading, national nonprofit organization helping policymakers at all levels of government harness the power of evidence and data to solve the world's greatest challenges. Our mission is to make investing in what works the "new normal," so that, one day, all government leaders use rigorous evidence and quality data to inform important policy and funding decisions. We believe that data-driven and evidence-based policy decisions could significantly increase the impact of the over \$1 trillion that governments spend annually to advance economic mobility and racial equity.

Founded in 2012, RFA spent its first three years partnering with policy innovators to build the credibility of evidence-based policymaking, securing early and important wins in education, expanding its work to multiple levels of government and driving awareness and demand through carefully orchestrated education and communication campaigns. During its second phase (2015-2018), RFA worked to demonstrate the power of evidence-based policymaking in ways that resonate with an even broader universe of elected officials and policymakers. Now in its third phase of work, RFA intends to demonstrate that governments at all levels can make faster, more lasting progress in accelerating economic mobility for residents when they use evidence and data in decision-making. By creating specific issue-area wins, RFA will further cement support for evidence-based policymaking among all policymakers as the "new normal."

Department Overview

What Works Cities, launched in 2015 by Bloomberg Philanthropies and led by Results for America, established the first-of-its-kind standard of excellence for data-driven, well-managed local government. What Works Cities Certification recognizes and celebrates local governments for their exceptional use of data to inform policy decisions, allocate funding, improve services, evaluate the effectiveness of programs and engage residents.

Cities begin their What Works Cities Certification journey by completing a self-Assessment to benchmark their progress on data-driven governance. They then receive a customized roadmap with next steps and join the What Works Cities Community. The Community includes exclusive access to a broad ecosystem of expert partners who lead how-to sprints, coaching, peer connections, resource bank, a city leaderboard, and more. Together, the Assessment and Community support cities in their efforts to achieve Silver, Gold or Platinum Certification.

Position Overview

Results for America is seeking a dynamic professional with a passion for improving the performance of city government and strong program development, project management and interpersonal skills to join the Certification team. The senior manager will be crucial in driving the success of the What Works Cities Certification program design and implementation. What

Works Cities Certification is an international recognition program, which celebrates and accelerates the use of data and evidence in local governments by rewarding achievements and providing a clear path to excellence.

Position Reporting Relationship

The Senior Manager, Certification (US and Canada), reports to the Director, Certification.

Position Responsibilities

The responsibilities of the Senior Manager, Certification (US and Canada), include but are not limited to the following:

Certification program execution and support (55%):

- Manage a portfolio of U.S. and Canadian cities participating in the Certification program, working in close coordination with RFA teams and external partners to ensure a high-quality experience for all participating cities
- Conduct and complete reviews of assessments submitted by U.S. and Canadian local governments in our Salesforce system, including careful review of supporting documentation, leading review calls and follow-up communications with cities, planning site visit agendas, generating benchmarking reports and recommending next steps for improvement;
- Along with members of the Certification team, lead U.S. and Canadian cities through the full Certification cycle, including planning and designing virtual and in-person site visits, conducting meetings with city staff and chief executives, identifying impacts and outcomes of the cities' data-driven efforts, and contributing to the announcement and celebration of U.S. and Canadian cities that achieve Certification;
- Provide support to U.S. and Canadian cities throughout the assessment process to ensure successful submission of assessments;
- Research and track data-driven practices, programs, policies, and additional data points in cities;
- In conjunction with the Latin American cities portfolio manager, draft reports and presentations based on internal and external data about cities;
- Contribute to the continuous improvement of the infrastructure and tools needed for day-to-day service excellence, program coordination, project management and program management; and
- Provide additional support for special projects as needed.

Recruitment, engagement and public goods development (30%):

- In coordination with the Communications team, lead the strategy, development and execution of public goods and communications to spread awareness and recruit city leaders and practitioners to successfully complete an assessment and participate in the Certification program;
- Develop content for and lead "Intro to Certification" supports to help cities successfully complete assessments, including:

- Leading criteria-focused Certification team office hours and developing content for informational webinars
- Developing recruitment tools, such as mini-workshops to recruit cities to participate in Certification
- Serving as a personalized guide for cities through the assessment process
- Creating materials geared towards encouraging cities to successfully complete an assessment
- Engaging in the Community Forum to support cities in all stages of the assessment process
- Execute direct outreach to recruit prospective U.S. and Canadian cities to participate in the Certification program
- Manage on-going content development of an online compendium of city best practices and resources to help cities successfully submit an assessment and advance on criteria, including the research and tracking of data-driven practices, programs, policies, and additional data points in cities; and
- Develop and maintain the repository of Leading Examples for all Certified cities, to be made publicly available and shared with governments
- Contribute to the strategic growth and development of the Assessment portal, recommending continuous improvements to improve the user experience
- Collaborate with the Communications team, supporting the continued development of tools, best practice content, and stories of success and impact.

Data management and impact (15%):

- Manage data and tracking performance of local governments in the United States and Canada participating in the Certification program, mainly through Salesforce and the assessment portal;
- In collaboration with the Community & Impact teams, input data and impact stories for the supported portfolio of client-cities in the Certification Community into Salesforce systems;
- Along with members of the Certification team, support impact tracking and reporting for all cities participating in the Certification program; and
- Under the direction of the Salesforce Administrator / Systems Platform Manager, a, ensure all Certification data in Salesforce is high-quality and timely.

All RFA employees are expected to participate in the organization's diversity, equity, and inclusion (DEI) efforts.

This is a full-time, exempt position. There will be opportunities for travel, consistent with the responsibilities outlined above.

Position Requirements

Experience

- Bachelor's degree and 8 to 10 years of work experience;

- Experience working in or with governments is preferred; a working knowledge of their structures and constraints and passion for local government innovation is a plus;
- Experience managing and coordinating simultaneous projects and successfully prioritizing and delegating work within a fast-paced initiative;
- Experience guiding one FTE;
- Demonstrated experience working with groups of stakeholders and stewarding strong relationships;
- Experience using Google Suite, Asana, MS Office, Word, Excel, and PowerPoint; and
- Proven experience in project management and helping many organizations go through a simple process; PMP / Lean Six Sigma Certification a plus.

Competencies/Skills

- Spanish and/or Portuguese speaking skills a plus;
- Strong familiarity with any of the following topics: data management and governance, data analytics, organizational performance management, budgeting, procurement, open data, community engagement, digital transformation, evidence-based policymaking;
- Demonstrated strong program management, program development, user experience, and relationship building skills;
- Knowledge of database management (including Salesforce) and data visualization (Tableau) with the ability to construct and produce reports is a plus;
- Excellent presentation, analytical and verbal and written communications skills;
- Exhibit a strong work ethic and solid organizational skills, including attention to detail, time management and the ability to manage and coordinate simultaneous projects and successfully prioritize among multiple tasks;
- Self-starter with the ability to drive multiple projects forward and work independently in a fast-paced, results-oriented workplace;
- Ability to think creatively and incorporate creative insights into product and process design;
- A commitment to a collegial workplace;
- Strong commitment to the Results for America mission and vision; and
- Strong commitment to RFA's diversity, equality, and inclusion commitments.

Salary and Benefits

At Results for America, all staff members currently receive a compensation package that includes: (1) a salary aligned with RFA's position level and salary bands and against similar nonprofit organizations; and (2) a suite of benefits that includes a choice of medical and/or vision and dental care, paid time off, a 403b retirement plan with employer match, and education and commuter benefits. The salary range for this position is \$82,000-\$98,000.

How to Apply

To apply for this position, please send your cover letter and resume to recruiting@results4america.org. The subject line of your email should read "YOUR NAME – Senior Manager, Certification (US and Canada)".

RFA is an equal opportunity employer that values/celebrates diversity and that follows a policy of making all employment decisions and personnel actions without regard to race, color, religion, national origin, sex, age, marital status, partnership status, personal appearance, sexual orientation, gender identity or expression, genetic information, family responsibilities, matriculation, political affiliation, disability, status as a victim of domestic violence, sexual offenses or stalking, military status, veteran status or any other category protected under federal, state or local law.