

BIO

Jesse Rodriguez is the Interim Program Manager for the Community Technology division of the City of Austin. In this role, he leads all aspects of the Community Technology Division's work, including coordination of the Grant for Technology Opportunities Program (a digital inclusion grant for non-profits), supervising the Community PC Program (a public benefit computer refurbishing program), and managing contracts that deliver services ranging from digital literacy training to public access broadcast stations. Jesse earned his Master's in Public Administration from the Bush School of Government and Public Service at Texas A&M University.

Jesse Rodriguez, MPA

Interim Program Manager

Financial Services Department | TARA – Community Technology

jesse.rodriguez@austintexas.gov



FINANCIAL SERVICES
DEPARTMENT



City of Austin - JOB DESCRIPTION



Program Manager II

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	17166	Salary Grade:	HE2
Approved:	June 06, 2016	Last Revised:	February 19, 2019

Purpose:

Under limited direction, responsible for developing, implementing and managing moderately complex program(s) that integrates multiple elements or projects to achieve a defined objective.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Develops and implements full-scale programs that may have multiple internal and external stakeholders.
2. Determines program goals, objectives, and resource requirements.
3. Establishes program standards, methods, policies, and procedures.
4. Coordinates and collaborates with multiple stakeholders involved in or affected by programs.
5. Monitors and evaluates program effectiveness, and implements improvement strategies.
6. Develops, manages, and monitors the program budget and associated projects and provides financial information.
7. Assists in the development, management, and submittal of proposed budget forecast planning.
8. Manages, coordinates, implements, and monitors projects associated with assigned programs.
9. Interacts with internal and external customers.
10. Investigates and responds to inquiries from the public and other departments.
11. Attends meetings and conducts presentations Board and Commissions, City Council Committees, City Council, and other related agencies.

Responsibilities - Supervisor and/or Leadership Exercised:

May be responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for discharge.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of principles and practices associated with assigned program area(s).
- Knowledge of fiscal planning and budget preparation and monitoring.
- Knowledge of management principles related to municipal project and program activities.
- Knowledge of City practice, policy, and procedure.
- Knowledge of supervisory and managerial techniques and principles.
- Skill in oral and written communications.
- Skill in planning, coordinating, and implementing programs and activities.
- Skill in interpreting, organizing, coordinating, and executing assignments, projects, and programs.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintaining good working relationships with other City employees and the public.
- Ability to exercise good judgment, tact, and diplomacy in all dealings and maintain confidentiality as required.

Minimum Qualifications:

- Graduation with Bachelor's degree from an accredited college or university with major course work in a field related to the job, plus four (4) years of experience in a field related to the job, including two (2) years of which were in a supervisory, project, or program management capacity.

Licenses and Certifications Required:

Valid Texas Class C Driver License.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.



SSPR *Success Strategy Performance Review*

COA *Employee Plan*

Fiscal Year: 2022

Department Financial Services	Division Telecom & Reg Affairs	Fiscal Year 2022	Plan Start Date 10/1/2021
Employee Name: Jesse Rodriguez		Title: Interim Program Manager II	
Supervisor's Name: Rondella Hawkins		Title: Telecommunications and Regulatory Affairs Officer	

This plan is not intended as a substitute for COA policies, job description, department policies and procedures or operating procedures for which the employee is accountable. This plan is a high-level description of the supervisor's expectations regarding performance in the employee's major responsibility areas, applicable COA competencies and the employee's own development. This plan serves to capture and communicate these expectations and to define how success in the performance of the employee's job will be measured.

During SSPR Planning Meetings the supervisor will review the following items with the employee:

- Major job responsibilities, competencies and performance expectations including but not limited to the contents of this SSPR plan.
- Employee development plan.
- Department policies and procedures regarding workplace safety.

City of Austin Vision	We want Austin to be the most livable community in the country.
Department Mission	The mission of the Financial Services Department is to maintain the financial and economic integrity of the City and to provide comprehensive and integrated financial management, administration, and support services to City departments and other customers.
Department Goals related to position	Advance equitable access to information and communications technology throughout the Austin community.
Department Program(s) related to position	The Telecommunications & Regulatory Affairs Office provides regulatory oversight so that consumers are protected, revenue maximized, and City services are supported.
Department Activity(s) related to position	Community Technology

Priority # 1	Major Responsibility: Administration of Digital Inclusion Services			
Description of key tasks and areas of responsibility <ol style="list-style-type: none"> 1) Provides public access to technology and the internet via public access computer labs. 2) Manages programming that distributes devices and software to nonprofits and individuals who demonstrate a need. 3) Administers programming that delivers digital literacy/inclusion training to the public. 4) Manages services that increase the community’s capacity to deliver digital inclusion training and resources to those who need it (train the trainer, digital navigator). 5) Manages agreements that provide media production training to community producers. 6) Administers agreements to provide media production technology to community producers. 7) Maintains access to public television channels for community producers and cable television subscribers. 				
Individual Performance Measure(s) <ol style="list-style-type: none"> 1) Number of clients served at public access computer labs: 3000 2) Number of devices refurbished and distributed to the community: 360 devices 3) Number and Percent of clients who increase their digital skills 4) Number of students receiving media production training at the City Community Media Facility: 756 5) Percent of public television production training clients who are satisfied with their training: 88% 6) Number of hours of local interest programming cablecasted: 12,542 				
Mid-Year Performance Rating				
<input type="checkbox"/> Unsatisfactory Performance	<input type="checkbox"/> Performance Needs Improvement	<input type="checkbox"/> Successful Performance	<input type="checkbox"/> Commendable Performance	<input type="checkbox"/> Outstanding Performance
Comments:				
Year-End Performance Rating				
<input type="checkbox"/> Unsatisfactory Performance	<input type="checkbox"/> Performance Needs Improvement	<input type="checkbox"/> Successful Performance	<input type="checkbox"/> Commendable Performance	<input type="checkbox"/> Outstanding Performance
Comments:				

Use additional pages or delete planning pages as needed for the employee’s number of Major Responsibilities

Priority # 2	Major Responsibility: Administration of the Community Technology Division			
<p>Description of key tasks and areas of responsibility</p> <p>Strategic Planning</p> <ul style="list-style-type: none"> • Looking back <ul style="list-style-type: none"> ○ Manages the creation of the Annual Grant for Technology Opportunities Program Report as well as the Community Technology Division Annual Report. ○ Manages division data flows and performance reporting, including management of KPI data ○ Ensures the timely and accurate reporting of monthly data to TARA • Looking forward <ul style="list-style-type: none"> ○ Conducts an annual strategic planning process for looking at what worked over the past year, what didn't, and what opportunities there are going forward; and create a plan for significant changes for the coming year. • Looking outward <ul style="list-style-type: none"> ○ Connects with external stakeholders to keep up with industry standards and shifts, maintain connection to community direction, and discover possible partnerships. <p>Personnel Management</p> <ul style="list-style-type: none"> • Maintains a working environment that is conducive to happy and productive employees. • Ensures team members are happy and fulfilled in their positions. • Ensures team members are productive contributors to the unit's goals and activities. • Works with team members to attain training needed to fulfill their duties and grow in their careers <p>Financial Management</p> <ul style="list-style-type: none"> • Works with the TARA Leadership Team to set the budget for the Community Technology Division each year • Manages program delivery to stay within budget • Oversees the timely processing of payments to contractors and grantees <p>Individual Performance Measure(s)</p> <ol style="list-style-type: none"> 1) Successful and timely publication of division annual reporting 2) Successful and timely completion of the annual continuous improvement process 3) Positive feedback on 360 degree feedback surveys 4) Maintain division financial integrity 				
Mid-Year Performance Rating				
<input type="checkbox"/> Unsatisfactory Performance	<input type="checkbox"/> Performance Needs Improvement	<input type="checkbox"/> Successful Performance	<input type="checkbox"/> Commendable Performance	<input type="checkbox"/> Outstanding Performance
Comments:				
Year-End Performance Rating				

Employee: Jesse Rodriguez

Dept/Div: FSD / TARA

FY2022

<input type="checkbox"/> Unsatisfactory Performance	<input type="checkbox"/> Performance Needs Improvement	<input type="checkbox"/> Successful Performance	<input type="checkbox"/> Commendable Performance	<input type="checkbox"/> Outstanding Performance
Comments:				

Use additional pages or delete planning pages as needed for the employee's number of Major Responsibilities

Priority # 3	Major Responsibility: Contract and Process Management
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Description of key tasks and areas of responsibility

Contract Management

- Ensures complete, timely, and accurate communications on contract/agreement dates, deadlines, guidance, and other information to contracted organizations.
- Manages the process of solicitation and application for contract opportunities in the Community Technology division.
- Guides the application review and scoring processes, including the appointing of review panelists.
- Oversees negotiations with contractors to set performance targets, budgets, scope of work, and staffing plans.
- Ensures the submission of contractually required reporting, including performance, demographics, financial, and closeout reporting.
- Evaluates contractor submitted performance and demographic reports and data for compliance, including: 1) timeliness, 2) completeness, 3) accuracy, 4) attainment/performance, and 5) future risk.
- Manages the resolution of information requests, site reviews, and audits of contracted organizations in response to contract oversight requirements, discrepancies, complaints, and disputes; and assists with reconciliation of data and reporting pursuant to these actions.
- Ensures claims are processed accurately, timely, and within authorized scope of service and limits of budget

Process Management

- Generates and maintains SOP's, guides, policies, and procedures relating to division work
- Maintains division applications for contract/grant/application management

Individual Performance Measure(s)

- Healthy ratio of applicants to awards
- Number of organizations out of compliance with contractual obligations
- Timely negotiation and execution of contracts

Mid-Year Performance Rating

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory Performance	Performance Needs Improvement	Successful Performance	Commendable Performance	Outstanding Performance

Comments:

Year-End Performance Rating

Employee: Jesse Rodriguez

Dept/Div: FSD / TARA

FY2022

<input type="checkbox"/> Unsatisfactory Performance	<input type="checkbox"/> Performance Needs Improvement	<input type="checkbox"/> Successful Performance	<input type="checkbox"/> Commendable Performance	<input type="checkbox"/> Outstanding Performance
Comments:				

Use additional pages or delete planning pages as needed for the employee's number of Major Responsibilities

Priority # 4	Major Responsibility: Board and Commission Staff Liaison
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Description of key tasks and areas of responsibility

- 1) Generate meeting Minutes, Agendas, and other documentation to support the Community Technology & Telecommunications Commission (CTTC) meetings, and coordinate collateral from guest speakers.
- 2) Upload information to the Clerks Office’s document management system.
- 3) Create annual meeting schedule and secure meeting locations.
- 4) Share important information with the commission.
- 5) Assist with securing speakers for meetings.
- 6) Track Commission attendance and provide quarterly updates to the City Clerk’s Office.

Individual Performance Measure(s)

- 1) Successfully provide meeting documentation for each meeting, including minutes, agenda, and backup in a timely fashion as prescribed by posting requirements.
- 2) Successfully manage all uploads of documentation to relevant websites in a timely fashion as prescribed by posting requirements.
- 3) Successfully secure meeting locations as needed.

Generate recommended annual schedule for meetings and support workplan facilitation.

Mid-Year Performance Rating

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory Performance	Performance Needs Improvement	Successful Performance	Commendable Performance	Outstanding Performance

Comments:

Year-End Performance Rating

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory Performance	Performance Needs Improvement	Successful Performance	Commendable Performance	Outstanding Performance

Comments:

Use additional pages or delete planning pages as needed for the employee’s number of Major Responsibilities

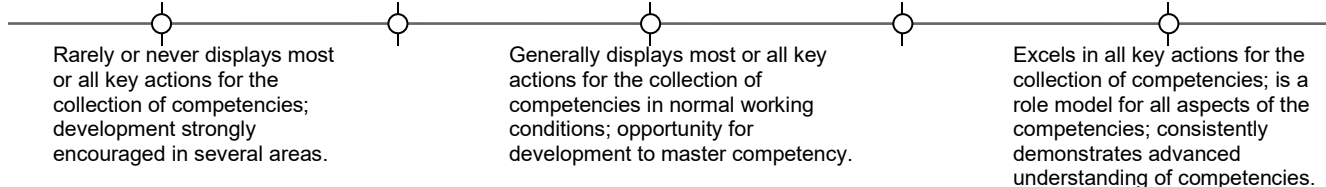
Priority #	Major Responsibility: COA Competencies
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Review and discuss the following COA Competencies. Discuss the meaning of each competency and expectations for modeling its application as a City employee. Discuss how each competency impacts the employee's responsibilities and performance. Identify areas of focus for development and include in the Employee Development Plan page.

PLAN MEETING: For each competency - identify the key actions and discuss your expectations

DURING THE PLAN YEAR: Regularly observe, discuss, and document activity

REVIEW MEETING: Assess each competency using the following observation scale (how often you observe the actions*):



COA Competencies	Mid-Year					Year-End				
	Development → Mastery →					Development → Mastery →				
* Use scale to assess each competency. Track employee progress throughout the year. Place a check in appropriate box for each competency	Unsatisfactory	Needs Improvement	Successful	Commendable	Outstanding	Unsatisfactory	Needs Improvement	Successful	Commendable	Outstanding

EMPLOYEE CORE COMPETENCIES

Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural Competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dependable & Trustworthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments – (include additional rating comments on next page)

Determine an overall rating on the employee's ability to demonstrate the above collection of competencies. Please include comments on the following page to support your overall rating.

Mid-year Competencies Rating

<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Successful	<input type="checkbox"/> Commendable	<input type="checkbox"/> Outstanding
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Year-end Competencies Rating

<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Successful	<input type="checkbox"/> Commendable	<input type="checkbox"/> Outstanding
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Include comments below to support your Overall Rating on Competencies for the employee.

Mid-year Competencies Rating – Comments

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Year-end Competencies Rating – Comments

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Employee Development Plan

Discuss appropriate development opportunities with the employee; it is not required to have an entry for each section. For each opportunity you include please provide:

- WHAT: what is the activity; describe the development activity (i.e. department-specific training, classroom, online, coaching, job shadowing, etc)
- WHY: why is it important; what is the competency, performance/department goal, and/or employee development goal that will be addressed by this activity
- WHEN: when will the activity start and/or be completed

Performance and/or Departmental Development Opportunities *(following are activities to address development opportunities identified in Major Responsibilities section including any required department training)*

Continue to develop connections within the organization to develop capacity for performance management, continuous process improvement and data management.

Competency Development Opportunities *(following are activities to address development opportunities identified in the COA Competencies development section)*

Pursue Lean certifications and performance management courses; to prioritize bronze certification.

Professional Growth and Development Opportunities *(following are activities to address development opportunities to support employee's career plan)*

Enroll in Supervisor Academy.



SSPR Meeting Signatures Page

Success Strategy Performance Review

Employee:

Jesse Rodriguez

Dept/Division:

Financial Services / TARA

Fiscal Year:

2021

SSPR Planning Meeting

This is to acknowledge that my supervisor and I have discussed:

- Major job responsibilities, competencies and performance expectations including but not limited to the contents of this SSPR plan.
- Employee development plan.
- Department policies and procedures regarding workplace safety.

Meeting Date:

Employee's Signature:

Supervisor's Signature:

Special Review

- New Employee 6 month Probation Promotion(al) 3 month Probation Supervisory change

Unsatisfactory
Performance

Performance
Needs
Improvement

Successful
Performance

Commendable
Performance

Outstanding
Performance

Meeting Date:

Employee's Signature:

Supervisor's Signature:

Overall Mid-Year Feedback Rating

Considering the ratings given on each of the Major Responsibility plan pages determine an Overall Mid-year Feedback Rating.

Unsatisfactory
Performance

Performance
Needs
Improvement

Successful
Performance

Commendable
Performance

Outstanding
Performance

Meeting Date: 5/11/2022

Employee's Signature:

Supervisor's Signature: *Jesse Rodriguez*

Overall Year-End Evaluation Rating

Considering the ratings given on each of the Major Responsibility plan pages determine an Overall Year-end Evaluation Rating.

Unsatisfactory
Performance

Performance
Needs
Improvement

Successful
Performance

Commendable
Performance

Outstanding
Performance

Meeting Date:

Employee's Signature:

Supervisor's Signature:

Additional Comments

Supervisors and Employees may use this space for additional comments including recognition for achievements outside the employee's regular assignments, volunteer work, etc.

Mid-year Feedback Comments

Year-end Evaluation Comments



Success Strategy Performance Review

City of Austin Competency Definitions

Employee Core Competencies

Customer Service: The ability to accurately identify and determine customer needs and take appropriate actions or steps to address identified needs.

Cultural Competence: The ability to recognize, value and include different perspectives, experiences, approaches and cultures in achieving organizational goals.

Dependable & Trustworthy: The ability to gain and maintain the trust and confidence of others and the organization through consistency and reliability.

Effective Communication: The ability to give, receive, or share thoughts, ideas, perspective, and data to create a shared understanding.

Problem Solving: The ability to define, analyze and find solutions for difficult or complex problems.

Supervisor/ Manager Competencies

Leadership: The ability to inspire, motivate and influence others to achieve individual and collective goals.

Decision Making: The ability to make sound decisions in a timely manner that solve issues and stand the test of time.

Planning Priorities: The ability to recognize, plan, focus upon, and work toward what is important or critical.

Employee Development: The ability to recognize strengths and areas for improvement in others and to provide opportunities, guidance, and encouragement to build skills and capacity.

Conflict Management: The ability to recognize, manage, and resolve conflict efficiently and equitably.

Executive Competencies

Boundaryless Perspective: The ability to see a broad view of an issue or challenge across typical organizational lines and beyond the present.

Purpose and Vision: The ability to create, convey, and instill a unified vision and purpose.

Strategic Thinking: The ability to see past the moment and adapt to a rapidly changing environment.

Achieve Results: The ability to achieve organizational goals and objectives.

Politically Savvy: The ability to navigate relationships involving complex, emotional, and/or value-based issues in order to influence and achieve positive results.