

City of Baltimore

Civic Designer, Mayor's Office of Innovation

Are you an innovative thought leader that has a desire to bring design to the City's toughest challenges? Consider applying for this new opportunity with the City of Baltimore Government in the Mayor's Office of Innovation. Reporting to the Director of Innovation, the change agent selected for this role will work with a team that has responsibility for designing, developing, and driving innovative solutions that improve the efficiency of government, positively impact service delivery to constituency groups and in collaboration with internal and external stakeholders advance solution-based outcomes that challenge the status quo.

This exciting and rewarding opportunity will assist the Director of Innovation with galvanizing internal and external resources, stakeholders, and constituency partnerships to build a culture of innovation that is cemented in best practice research and analysis techniques that continually move the City of Baltimore toward becoming a progressive governmental enterprise.

The Mayor's Office of Innovation Civic Designer will manage and facilitate discussions with key stakeholder groups to identifying focus areas, conceptualize and structure solutions; and collect and analyze research and real-time information to dissect problems, identify and recommend solutions that creatively meet city resident's needs, and garner investment and support around proposed remedies and initiatives.

The role requires proven experience in:

- ☐ Creating, developing, and planning innovative strategies that emphasize new approaches to big problems.
- ☐ Leading cross-function teams to facilitate the implementation of efficient resolutions.
- ☐ The effective promotion and adoption of bold, research-based original, creative, and innovative solutions.
- ☐ Ability to influence and inspire teams at all levels of the organization.
- ☐ Making the design process accessible to non-designers and patiently teach them how to approach problem solving from this new perspective
- ☐ Conduct/Lead qualitative research via user experience, human-centered design, interaction design, user research, and/or service design.
- ☐ Work with government and community stakeholders to lead them through a full design cycle, including testing and prototyping.
- ☐ Crafting, supporting, and delivering internal and external visual, oral, and written messaging/communications that capture and compel the adoption and embrace of new initiatives and programs to promote government excellence.
- ☐ Project management skills with the ability to seamlessly and effectively manage multiple and competing priorities, projects, and deliverables.
- ☐ Experience supporting strategic planning efforts and tying them to innovation projects and outcomes .
- ☐ Ability to assess and recommend innovative strategies and projects.
- ☐ Ability to provide direction to a team and conceptualize and propose solutions that remedy issues and remove barriers.
- ☐ Ability to use diplomacy in working relationships to effectively and efficiently deal with conflict and to arbitrate solutions so that impacted parties buy-in to the initiative.
- ☐ Ability to create and execute a strategy for building buy-in to innovation efforts and outcomes with other city leaders, residents and stakeholders.

- ☐ Ability to prioritize and manage work against critical project timelines in a fast-paced environment.
- ☐ Excellent problem solving, critical thinking and deductive reasoning skills.
- ☐ High level of integrity, discretion and ethics
- ☐ Ability to assess complex situations amid ambiguity and make viable recommendations

- ☐ Strong business acumen, acute organizational awareness and political savvy
- ☐ Superior verbal, written, listening visual communication and oratory skill
- ☐ Ability to build and maintain professional relationships and consensus with diverse workgroups and stakeholders
- ☐ Ability to consistently and effectively manage competing, conflicting, shifting and immediate priorities
- ☐ Strong theoretical and practical knowledge of qualitative research methodologies.
- ☐ Ability to translate program objectives into innovative design solutions

Responsibilities:

- ☐ Lead and motivate people and manage productivity.
- ☐ Excellent problem solving, critical thinking and deductive reasoning skills.
- ☐ Ability to gather, analyze, interpret complex data and make sound, design and outcome-based decisions

Minimum Qualifications

Bachelor's degree in Industrial Design, Service Design, Design Strategy, Sociology, Engineering, Public Policy or related disciplines. At least five years of experience in research and/or strategy consulting work. Experience in consumer-facing experiences, technology behavioral economics, agile, urban/municipal planning concepts, 2D and 3D Software design tools or LEAN a plus, with at least two years of experience supervising, assigning, and evaluating the work of administrative professionals. An advanced degree may be substituted on a year for year basis, for all but two years of the required experience.

Supplemental Information

Salary negotiable and commensurate with experience and qualifications. Qualified applicants are encouraged to apply. Resume and letter of interest including salary history and requirements should be emailed to **talent.masters@baltimorecity.gov**. Candidate finalist must successfully pass a criminal background investigation check and drug/alcohol screenings.

No phone calls, please.

EOE/M/F/D/V TTY: 711