

# CHANGE MANAGEMENT COORDINATOR

Job Code	Pay Grade
14658	P2

## Nature of Work

This is professional work taking a leadership role for assigned change management processes. The incumbent produces desired organization results by integrating staff, team, and business change in a structured process tailored and flexible to the dynamics and challenges in assignments. The incumbent is responsible and held accountable for organizational change; organizational development; employee engagement; change management training; change management processes; organizational assessment; leadership and change from the inside out initiatives. The incumbent plays a key role in coordination of projects (change initiatives) to meet business, schedule, and budget objectives. Incumbent assignments may focus on the people side of change and also includes changes to business processes, systems, technology, job roles, and how resources are organized. The incumbent assesses and evaluates the readiness and ability of an organization to prepare and implement change management plans and assists managers to avoid problems and possible stakeholder resistance and maximize employee engagement. The incumbent maximizes employee engagement in change. An incumbent performs a wide range of professional and administrative tasks. The incumbent is required to apply considerable initiative and independent judgment receiving only general supervision and direction. The incumbent reports to a senior department or agency level management official or designee.

## Minimum Qualification Requirements

- Associate's degree in public administration, business, information technology, or a related field plus 4 years experience as a leader or manager responsible for preparing and implementing change management projects, plans, and activities in a large diverse business or agency environment; or
- Bachelor's degree in a related field and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Applies a structured change management approach and methodology for the people side of change caused by business and technological projects and restructuring and development within and between organizations.
- Creates and manages measurement and metrics systems to administratively track adoption, utilization, and proficiency of individual changes.
- Assists stakeholders to develop a vision, goals, strategies, and key change initiatives to ensure commitment to approved changes.
- Develops a change management strategy based upon awareness of facts, circumstances, and the details of the change, as well as the composition of groups and individuals impacted by change.
- Identifies potential people-side risks and anticipated points of resistance in order to develop specific plans to mitigate or address concerns.
- Conducts readiness assessments, evaluates results, and presents findings in a logical and easy-to-understand manner.
- Develops, schedules, and implements actions and targeted change management plans including the communication plans, sponsor roadmaps, coaching plans, resistance management plans, and training plans.
- Supports the execution, implementation, and evaluation of plans by employee-facing managers and business leaders.
- Coaches individuals and executive leaders who are change sponsors in a very proactive and highly visible manner.

## CHANGE MANAGEMENT COORDINATOR (continued)

Job Code	Pay Grade
14658	P2

### Illustrative Tasks (continued)

- Identifies resistance, barriers, and performance gaps, as well as develops and initiates corrective actions.
- Creates and enables reinforcement mechanisms and celebrations of success to change management outcomes.
- Leads project teams to integrate change management activities ensuring desired outcomes and attainment of established deadlines and goals.
- Leads stakeholders in completing assessments and in designing particular plans and activities to ensure successful completion of projects.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, and policies.
- A solid understanding of how people go through a change and the change process.
- Ability to influence others and move toward a common vision or goal.
- Ability to work effectively at all levels in an organization.
- Ability to apply computer applications and software.
- Excellent active listening skills.
- Exceptional communication skills, both written and verbal.
- Experience and knowledge of change management principles and methodologies.
- Familiarity with project management approaches, tools, and phases of the project life cycle.
- Problem solving and root cause identification skills.

For official use only

Created	EEOC Code	Overtime Code
10/10	Professionals	Exempt