

Director (Chief Executive Officer)

Performance Expectations

SHIFT IN WORK VALUES

1. From implementing enterprise strategy to defining and setting a culture that promotes customer service excellence and values public trust
2. From valuing the enterprise to focusing on the Board of Supervisors and other external strategic relationships critical for enterprise success

Results

Full Performance

BUSINESS RESULTS

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| <ol style="list-style-type: none">1. Enterprise success through financial viability and customer value2. Public trust | <ol style="list-style-type: none">1. Articulate and drive sustainable short- and long-term enterprise objectives that deliver high customer value2. Ensure highest level of employee commitment to public service as demonstrated by high customer satisfaction |
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MANAGEMENT

Strategic direction

- Establish and drive the Enterprise Vision and Mission

LEADERSHIP

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| <ol style="list-style-type: none">1. Culture of excellence and responsibility2. Succession plan3. High performing Executive Team | <ol style="list-style-type: none">1. Inspire a sense of purpose for all employees in the organization2. Develop a sustainable enterprise structure with clear succession strategy3. Build an Executive Team and an enterprise organization structure aligned to deliver organizational strategy |
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RELATIONSHIPS

Upward:

Board of Supervisors

- Be visible and available to the Board, and be flexible (timely, proactive, and aligned)

Inward:

Senior executives
Direct reports
Cross-enterprise alliances

- Ensure a culture of accountability to accomplish Board and enterprise priorities

Outward:

Public agencies (including regulatory)
Communities
Strategic alliances

- Create and maintain effective partnerships with strategic stakeholders at the executive level

INNOVATION

Culture of innovation

- Set a climate that encourages learning and experimentation to further improve public service