



Change Manager

BASIC FUNCTION

Under general direction, lead, create, manage, and implement change management initiatives and activities as assigned for a variety of district-wide strategic projects to increase employee adoption and usage; focus on the people side of change including changes to business processes, technology and systems, job roles and organizational structures; collaborate through cross-functional teams to drive faster adoption, maximize employee adoption and usage while minimizing resistance.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Follow common standards for district change management, utilizing recognized change management practices in a variety of domains specifically tailored for the values and vision of PPS ReImagined. “E”
- Develop change management strategies, plans, and manage execution of all change management activities from concept and design through implementation with a focus on the people side of change, maximize adoption and usage and minimize resistance. “E”
- Consult and coach project teams, sponsors, stakeholders, and senior leadership. “E”
- Create change management assessments; evaluate and ensure user readiness. “E”
- Identify, analyze, and prepare risk mitigation tactics related to change management resistance and risks.
- Support project coordinators and managers in creating and assessing stakeholder registers. “E”
- Support project communications tailoring to bring a people-focused change management lens. “E”
- Collaborate, support, and engage with cross-functional teams, senior leadership, and project stakeholders to identify change management needs. “E”
- Track and communicate regularly regarding risks, issues, tasks, and activities related to the change management plan. “E”
- Create actionable deliverables for the five change management levers: communication plan, sponsor roadmap, coaching plan, training plan, resistance plan. “E”
- Identify user training needs and provide support in training efforts. “E”
- Demonstrate a commitment to the Portland Public Schools Racial Equity and Social Justice Commitment by developing a thorough knowledge and application of the district Racial Educational Equity Policy, the PPS RESJ Framework and Plan, and the PPS RESJ Partnerships Investment Strategy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement

improvements to educational practices with awareness and understanding of their impact in a racially and culturally diverse community. “E”

- Supervise the performance of assigned personnel; interview, select, train and mentor employees and recommend transfers, reassignment, termination and disciplinary actions. “E”
- Attend and participate in a variety of conferences, in-service training and meetings. “E”
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS OF THE CLASS

The Change Manager series is responsible for providing the full scope of change management activities and oversight for district projects and processes. Employees work with various stakeholders, vendors, district staff and others to analyze and map-out change management strategies and action plans. Change Managers are required to have understanding and expertise in change management strategies and project management techniques to manage the people side of change from pre-implementation to completion and increase user adoption and minimize resistance.

The Change Manager classification differs from the Project Manager series, which serves as the primary lead for the district strategic projects and is responsible for all project deliverables.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Principles, practices and techniques of effective change management.
- How people move through change and the change process.
- Prosci ADKAR model.
- Principles, practices and techniques of effective project management.
- Strategic planning and implementation strategies.
- Report preparation and presentation methods and techniques.
- Understand that people come before process.
- Oral and written communication techniques.
- Effective negotiation, partnership building techniques; interpersonal skills, using tact, patience and courtesy.
- Microsoft Office Suite of software applications.
- Google software suite.
- District policies, procedures, and organizational structure.
- Applicable local, state and federal laws, codes, rules and regulations.

Ability to:

- Lead with empathy.
- Clearly articulate messages to a variety of audiences.
- Be flexible and adaptable; able to work in ambiguous situations

- Think critically about a problem, approach from multiple perspectives and adopt an effective course of action.
- Understand organizational issues and challenges
- Establish and maintain effective working relationships; deliver a high-level of customer service to all stakeholders.
- Communicate effectively both orally and in writing with all levels and types of stakeholders and team members, ranging from executive management to project staff and vendors.
- Effectively plan, schedule, coordinate, and communicate change management plans.
- Handle stressful and/or sensitive situations with tact and diplomacy.
- Establish and maintain collaborative working relationships across teams, functions and layers with district staff and external stakeholders.
- Learn the school district organization and administration.
- Advocate, model, learn and implement Portland Public School's Racial Equity Initiative and other board policies. Maintain confidentiality and demonstrate discretion, initiative and good judgment.
- Think strategically and develop both short- and long-term plans to meet change objectives.
- Use a variety of technologies and software programs, such as Microsoft Office Suite, Google Suite, PeopleSoft, district payroll systems and other software programs.

EDUCATION AND EXPERIENCE

Education: Bachelor's degree from an accredited college or university, with a major in human resources, business administration, organizational development, psychology, sociology, or related field.

Experience: Three (3) or more years of experience creating, developing and implementing change management plans for medium-to-large scale strategic projects. Professional designation as a Certified Change Management Professional (CCMP) is preferred.

Additional requirements may vary based on project for which the position is being hired to support.

Professional designation as a Certified Associate in Project Management (CAPM) or a Project Management Professional (PMP) is highly desirable.

Experience working in a richly diverse community or K-12 education is desirable.

Any other combination of education and experience that would likely provide the required knowledge and abilities may be considered.

Special Requirements:

Work hours may include on- and off-campus evening and weekend activities and meetings and district, school and student functions.]

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential

functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in a standard office environment with frequent interruptions and occasional visits to District sites. Work hours may include on- and off-campus evening and weekend activities, meetings and district, school and student functions.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting or standing for extended periods of time; kneeling, bending at the waist, reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

Remote Work Eligibility: Hybrid

FLSA: Exempt
 Bargaining Unit: N/A
 Salary Grade: 34 Confidential, Professional and
 Management Salary Schedule

Approval Date: January 6, 2023

Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service (Board of Education Policy 1.80.020-P).

Human Resources partners with district leadership to recruit, develop, and support a culturally diverse workforce dedicated to the highest standards of equity and achievement that creates an environment of empowerment and success for our students, employees, and the communities we serve.