



CHIEF MANAGEMENT OFFICER

Department: Valuations
Grade: 24

Job Code:
Shakman Status: Exempt
FLSA Status: Exempt

Job Summary

Reporting directly to the Chief Deputy Assessor, the Chief Management Officer leads the strategic planning of intra and interdepartmental projects and functions in the office. Works with each department to create standard operating procedures based on the technological innovations in the office. In collaboration with the Chief Deputy and Director of Budget, create performance based metrics management across the enterprise. Establish a project and change management unit within the Assessor's office. Operate the open/close procedures for each township throughout the valuations cycle to ensure timely delivery of assessment information to the Board of Review. Drive the completion of the assessment calendar to ensure the assessment data transmits timely to the Illinois Department of Revenue and homestead exemptions transmit to the Cook County Clerk in the appropriate timeframe. The CMO's duties also include providing direct oversight of the Department staff's work performance, addressing and resolving staff concerns and questions, issuing performance evaluations and initiating disciplinary action.

Essential Job Duties

- Works under general supervision of the Chief Deputy Assessor in implementing the strategic goals and policies of the Office.
- Responsible for the overall internal processes, polices related to workforce and change management, best practices, and accountability.
- Promulgates internal policies to govern the administrative management of the office and oversees the implementation of cross-departmental operations in support of internal administrative operations.
- Organize and coordinate inter- and intradepartmental operations, including the open and closing processes for each township throughout the assessment cycle. Additionally, works with the customer service team to ensure that all homestead exemptions are correct on the assessment rolls and transmitted to the Cook County Clerk in a timely manner.
- Develops recommendations concerning inefficient workflow procedures to rectify any existing or expected problems and concerns.
- Collaborate with other Departments to develop improvements and implement operational and functional policies.
- Reviews confidential reports and managerial studies to present recommendations to the Chief Deputy Assessor and the Assessor.

- Responsible, with the Director of Budget and Operations, for planning and creating the CCAO's annual budget and oversees purchasing requirements to assure that CCAO meets its strategic goals.
- Confers with Cook County's Budget, Procurement, and Comptroller's Offices regarding wage and salary administration and the formulation and development of CCAO's budget.
- Supervises CCAO's purchasing, approves requisitions and invoices for payment and resolves any issues that may arise.
- Ensures that departments within the Office have the necessary resources to perform their duties and fulfill all expectations.
- Authorizes personnel appointment, classification and wage adjustments, and other personnel actions pursuant to CCAO's Employment Plan.

Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree.
- Seven (7) years of full-time experience working in personnel management, operations/finance, budgeting, purchasing, government administration, public service, or law.
- Three (3) years of full-time work experience managing or supervising employees.

OR

- Master's degree in Business Administration, Public Administration or Finance, or a Juris Doctorate degree.
- Five (5) years of full-time experience working in personnel management, operations/finance, budgeting, purchasing, government administration, public service, or law.
- Three (3) years of full-time work experience managing or supervising employees.

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of CCAO operations, procedures, policies, practices, and guidelines, or the ability to gain such knowledge.
- Knowledge of government procurement and purchasing processes.
- Knowledge of Cook County's budgetary rules and policies and purchasing rules and regulations, or the ability to gain such knowledge.
- Knowledge of CCAO procedures related to CCAO operations, functions, activities, and the property tax system, or the ability to gain such knowledge.
- Ability to prepare departmental budget and allocations of funds.
- Ability to maintain the department operation under budgetary constraints.
- Proficiency with Microsoft Office suite (Word, PowerPoint, and Excel).
- Excellent organizational skills.
- Ability to converse knowledgeably and communicate effectively, both orally and in writing.
- Ability to work with others; excellent interpersonal skills in dealing with the public and co-workers.
- Ability to demonstrate good administrative and supervisory skills.

- Ability to establish and meet CCAO and departmental deadlines, production goals, and effectively utilize time with limited oversight.
- Ability to interact with the general public, providing guidance and information on the CCAO policies and procedures.
- Ability to lead and cooperate on specific projects related to the functions of the Assessor's Office.
- Ability to manage multiple projects effectively.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and possess the ability to utilize CCAO systems and databases.

Physical Requirements

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and buildings may be required.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.

**COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY
EMPLOYER**

Last modified: February 28, 2022