



## **DIRECTOR OF OPERATIONS**

Department:	Operations	Job Code:	9667
Grade:	23	Shakman Status:	Exempt
Hiring Process:	Exempt	FLSA Status:	Exempt

### **Job Summary**

Reporting directly to the Deputy Assessor – Chief Operating Officer (COO), the Director of Operations is responsible for directing, leading and coordinating the operational, project, and change management functions of the Cook County Assessor's Office (CCAO). The Director of Operations consults with and advises the COO relative to the development, promulgation and implementation of the policies and practices affecting operations, inter/intra-departmental projects, change management concerns, and office-wide workflows consistent within the county's rules and procedures. The Director of Operations provides direction and leadership to the office in cross-departmental operational projects, including prioritization, in order to meet the strategic goals of the CCAO and ensures that activities and results are consistent with the CCAO's mission, goals, and objectives. The Director of Operations' duties include collaborating with CCAO departments on inter/intra departmental projects and workflows, developing change management processes and standard operating procedures, and directing the work of the Operations division employees, including performance, assignments, ensuring proper workflow, addressing and resolving employee concerns and questions, issuing performance evaluations, and initiating disciplinary action, as appropriate.

### **Essential Job Duties**

- Collaborates with COO to establish, coordinate and lead projects and change management within CCAO to align with the office's strategic goals.
- Collaborates with Deputy Assessors to recommend and implement organizational administrative changes aimed at achieving an optimum level of operating efficiency, reducing duplicate services and consolidating resources.
- Works with the Directors and Managers and plans departmental work-flows and standard operating procedures to ensure that the CCAO meets its strategic goals.
- Collaborates with Director of Learning and Development and creates or refreshes training material/courses due to operational or technological enhancements.
- Creates, analyzes and distributes performance metrics to aid in effective operational decisions.
- Researches cost effective technologies and solutions related to an assortment of issues presented by CCAO departments.

- Participates in evaluating requests for information/proposals and/or task order requisitions.
- Researches and applies for office-wide grants as appropriate.
- Assumes primary responsibility for the timely and efficient execution of the annual budgetary process, cross-departmental operational improvements, and procurement.
- Consults with and advises the COO regarding policies affecting the CCAO's annual budget.
- Prepares regular and special budget reports as required by the Cook County Board or other appropriate officials.
- Responsible for the overall supervision of the Operation Division's employees.
- Conducts performance evaluations of subordinate staff.
- Ensures staff productivity and professional development, promotes good morale, and establishes performance measures of reporting staff.
- Assists in effectively communicating job responsibilities to staff and provides instruction and training relative to staff job duties and assignments.
- Helps to administer and provide instruction to staff regarding CCAO policies and procedures.
- Reviews activities of the staff and approves payroll sheets and leave requests for employees in the Operation Division.

**The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.**

#### **Minimum Qualifications**

- Bachelor's degree from an accredited college or university.
- Five years of full-time work experience in operations project management, or change management in the public or private sector.
- One (1) year of full-time work experience managing or supervising employees.

**OR**

- Current employee with at least one year of full-time experience as an employee of the CCAO.
- Bachelor's degree from an accredited college or university.
- Three (3) years of full-time work experience in operations project management, or change management in the public or private sector.
- One (1) year of full-time work experience managing or supervising employees.

#### **Knowledge, Skills, and Abilities**

- Knowledge of CCAO procedures related to operations, functions, and activities, or the ability to gain such knowledge.

- Knowledge of the CCAO's procedures, policies, practices and guidelines or the ability to gain such knowledge.
- Ability to converse knowledgeably and communicate effectively orally and in writing to address complex issues regarding the operations functions of the CCAO.
- Ability to work with others; excellent interpersonal skills in dealing with co-workers and staff.
- Ability to manage projects with cross-functional teams to create operational efficiencies.
- Demonstrated ability to handle confidential and sensitive issues; effectively communicate, inform and advise upper management on confidential and operational matters.
- Possess good organizational skills and ability to prioritize tasks.
- Extensive knowledge of operational methods and procedures including training techniques, grant writing or specification writing.
- Sound judgment and adaptability in making routine and emergency decisions, and in originating new ideas, procedures and techniques.
- Knowledge of the county's operations rules, policies and regulations or the ability to gain such knowledge.
- Working knowledge of CCAO Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).

#### **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 15, 2023