



DEPUTY ASSESSOR – CHIEF ADMINISTRATIVE OFFICER

Department:	Administrative Operations	Job Code:	7722
Grade:	24	Shakman Status:	Exempt
		FLSA Status:	Exempt

Job Summary

Reporting directly to the Chief Deputy Assessor, the Deputy Assessor – Chief Administrative Officer (CAO) is responsible for the overall management and direction of the Administrative Operations department. The CAO's duties 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, and ensuring the Administrative Operations Department provides good customer service. In addition, the CAO has direct oversight of the directors and managers responsible for taxpayer services, training, and finance, procurement and budgeting for the Office. The CAO defines and leads the design, implementation, management and evaluation of the CCAO, fosters an organization-wide environment of continuous learning and performance accountability, and collaborates with key stakeholders to identify learning needs and strategic priorities. The CAO incorporates industry best-practices pertaining to adult/workforce learning and development and ensures regulatory compliance related to workforce training. The CAO consults with and advises the Chief Deputy Assessor and the Assessor on the development, implementation and enforcement of the agency's policies and procedures related to taxpayer services, training, professional development, procurement, and budget.

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, policies related to workforce and change management, best practices, and accountability (Finance/Ops and Training).
- Develops recommendations concerning inefficient workflow procedures to rectify any existing or expected problems and concerns.
- Reviews confidential reports and managerial studies to present recommendations to the Chief Deputy Assessor and the Assessor.
- Responsible for planning the CCAO's annual budget and oversees the payroll and 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.
- Consults with the Assessor, the Chief Deputy Assessor and the other Deputy Assessors to discuss, plan, develop and implement policies and programs for the evaluation and professional development of the Office's staff.
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- Assures that all CCAO practices are consistent with CCAO mission, goals, and objectives, as well as, all applicable employment laws, rules, regulations and policies.
- Identifies the effectiveness of CCAO's personnel policies and procedures and recommends changes where appropriate.
- Authorizes personnel appointment, classification and wage adjustments, and other personnel actions pursuant to CCAO's Employment Plan.
- Ensures personnel issues are appropriately addressed and reflect consistent application of CCAO's policies.
- Develops and implements strategic training and professional development programs.
- Together with the Director of Taxpayer Services, ensures continuity in customer service and information provided to taxpayers regarding the assessment process and property tax administration.
- Oversees and directs the staffing and daily operations of the Administrative Operations Department.
- Ensures staff productivity and development, promotes good morale, and establishes performance measures of reporting staff.
- Conducts performance evaluations of Administrative Operations staff.
- Ensures that activities and results are consistent with CCAO's mission, goals, and objectives.
- Administers CCAO policy and procedures and ensures that Directors and Managers are adequately trained to perform their essential job duties.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not 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

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

Preferred Qualifications

- Master's degree in Business Administration, Public Administration or Finance, or a Juris Doctorate degree
- Professional work experience working on behalf of or working with various governmental agencies.
- Five (5) years of supervisory or managerial work experience.

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of CCAO operations, procedures, policies, practices, and guidelines, or the ability to gain such knowledge.
- Working knowledge of CCAO's Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- 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: May 24, 2021