



## Classification Specification Title: Director Citywide Services

<b>Department</b>	<b>Public Works</b>	<b>Grade: GS.15</b>
<b>Supervision Received</b>	<b>Deputy Administrator Public Works</b>	<b>FLSA Status: Exempt</b>
<b>Supervisory Responsibility</b>	<b>Deputy Director Citywide Services, Director Scenic Cities</b>	<b>Established: Jun 29, 2007</b> <b>Revision: May 4, 2026</b>

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for directing Citywide Public Works activities and operations, including street construction and maintenance, sewer construction and maintenance, garbage, brush, trash collection, street cleaning, and recycling. Duties include establishing appropriate service and staffing levels; monitoring and evaluating the efficiency and effectiveness of service delivery methods; planning, directing, and coordinating the Public Works department work plan; overseeing the review process for compliance with code and contract requirements; and overseeing and ensuring efficient resources and fiscal management for the department. Work is performed under administrative review, working with the maximum degree of initiative and judgment.

**SERIES LEVEL:** The Director Citywide Services is the second level of a two-level citywide services management series.

**ESSENTIAL FUNCTIONS:** *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Supervises lower-level department staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.

Provides oversight and directs the implementation of the Citywide Services division, which includes planning, coordinating, administering, and evaluating programs, projects, strategic planning, processes, procedures, systems, standards and/or service offerings; ensuring compliance with Federal, State and Local laws, regulations, codes and/or standards; coordinating activities between multiple service areas and working to integrate and coordinate service areas.

Plans, directs, and coordinates the department's work plan; assigns projects and areas of responsibility to appropriate divisions; reviews and evaluates work methods and procedures; meets with key staff to discuss and resolve problems.

Organizes the work of major divisional groups within the department, aligning and coordinating functions and resolving intra- and inter-departmental conflicts.

Oversees the review process for compliance with code and contract requirements, development

standards, and other regulations and standards.

Develops and manages operational budgets, including capital improvement budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Directs and oversees activities associated with projects, from inception to completion; monitors progress to ensure timely completion of projects and inspects work during all phases of the project and upon completion to ensure compliance with applicable regulations, standards, and specifications.

Researches, analyzes, interprets, and evaluates ordinances, codes, laws, rules, regulations, standards, policies, and procedures; ensures departmental compliance with applicable ordinances, codes, laws, rules, regulations, standards, policies, and procedures; initiates corrective actions to eliminate deviations or violations.

Collaborates with internal departments, applicable Boards and Commissions, task forces, advisory groups, the general public, external agencies, contractors, attorneys, and/or other interested parties to coordinate activities, review work, exchange information, and resolve problems.

Prepares, reviews, interprets, and analyzes a variety of complex and multi-faceted departmental information, data, contracts, plans, work requests, maps, technical publications, manuals, reference materials, forms, schedules, calendars, surveys, and reports; makes recommendations based on findings.

Responds to requests for information and assistance from employees, outside agencies, the general public, and/or other interested parties.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

This position is deemed essential during inclement weather situations, and must report to or remain at work, even when administrative closings are announced, as determined by the Department Head.

**DEPARTMENT SPECIFIC DUTIES (if any):**

None

**MINIMUM QUALIFICATIONS:**

Bachelor's Degree in Business Administration, Civil Engineering, or related field with eight (8) years of related experience, including public works, construction management, and project management experience; or any combination of equivalent experience and education.

## **LICENSING AND CERTIFICATIONS:**

Valid Driver's License

## **KNOWLEDGE AND SKILLS:**

Knowledge of leadership principles and practices; public administration principles and practices; public relations principles; budgeting principles; contract development, administration and management principles; strategic planning principles; financial management principles; program development and administration principles and practices; project management principles and practices; construction principles and practices; negotiation principles; mathematical concepts; applicable Federal, State and Local laws, ordinances, codes, rules, regulations, policies and/or procedures; policy and procedure development practices.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; analyzing issues and problems related to operations, services and management information to formulate project plans, develop complex programs, present and obtain consensus on recommendations, processes, goals and solutions; managing projects; performing mathematical calculations; implementing public relations programs; preparing and analyzing reports; reading, comprehending and reviewing financial information; making program decisions based on financial considerations; adapting to rapidly changing operational requirements; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies and procedures; analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and making recommendations in support of organizational goals; managing projects; conducting negotiations; handling multiple tasks simultaneously; managing contracts; managing and administering budgets; collaborating with external agencies and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

## **PHYSICAL DEMANDS:**

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

## **WORK ENVIRONMENT:**

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

## **SPECIAL REQUIREMENTS:**

Safety Sensitive:  NO  Child Sensitive:  NO  Dept of Transportation (CDL):  NO

*The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.*

*Revision History: 4/01/25; 10/20/23; 10/06/23*