

**CITY OF CHATTANOOGA**  
**Classification Title: Director of Operations**

**Department: Community Development**

**Pay Grade: GS.14**

**Supervision Received From: Deputy Administrator**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 8/28/18**

**Revision Dates: 4/1/25;**

**10/20/23; 1/12/23**

**CLASSIFICATION SUMMARY:**

Incumbents in this position classification are responsible for-assessing organizational needs and the design, implementation and evaluation of training programs that facilitate professional growth and continuous learning, facilitating training and learning programs, strategic communications, change management, primary responsibility for the effective development, implementation, review and adherence to Standard Operating Procedures, tracking and reporting departmental data metrics, managing and maintaining departmental performance measures, primary oversight for human resources and overall talent management. Work requires limited supervision and the use of independent judgment and discretion.

**SERIES LEVEL:**

This is a stand-alone position.

**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.)*

Ensuring staff is trained; continually plan, assess and evaluate the effectiveness of training and development programs; conduct needs assessment to identify unique opportunities for employees and ways to enhance organizational effectiveness; develop, drive and track metrics for success; promote a culture of learning and development by coaching and providing consultations to enhance the professional development of employees at all levels; provide facilitation and coaching to supervisors and managers regarding best practices training methods and tools; ensuring that employees follow policies and procedures required by the Employee Information Guide; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Manages the day-to-day activities and operations which includes planning, coordinating, administering and evaluating departmental programs, projects, processes, procedures, goals, objectives, systems and/or standards; ensures compliance with Federal, State and Local laws, regulations, codes, standards, policies and procedures.

Oversight of the department's human resources activities, including staffing, hiring process, employee actions, employee evaluations, discipline, salary administration and employee relations in conjunction with the City's Human Resource Department. Works as the department's liaison with Human Resources for collaboration on policies and required approvals.

Responsible for tracking and reporting data and utilization metrics; managing performance measures with a demonstrated ability to present complex information related to data and performance; ability to understand both qualitative and quantitative aspects of data and performance management.

Review and assist-in the preparation and justification of-grant requests;-in final grant negotiations; Manage procurement contracts and for all departmental divisions. Participates in/on a variety of meetings, Boards, Commissions and/or other related groups in order to receive and/or convey information. Collaborates with other internal departments, citizens, vendors, regulatory officials and external agencies to coordinate work activities and resolve problems. Participates in special projects including research of new programs and services, budget analysis and preparation; prepares and presents reports detailing findings and recommendations. Conducts complex analysis, researches projects, and studies and reviews analytical activities within the department. Participates in community outreach and education efforts.

Assign, design, and implement a centralized best practices training and development curriculum for the department.

Assess the department to determine the most efficient structure and apply appropriate training, development and workforce planning strategies to ensure that the most qualified personnel is selected to support the departmental succession planning objectives.

Develop and implement change management plans based on an awareness of organizational strategy and the groups being impacted by change.

Implement communication programs that reinforce a commitment to building a culture of accountability, learning, engagement and performance.

Establish effective relationships at all levels of the organization from hourly employees to the executive team.

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.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in business administration, finance, organizational development, or related field and seven (7)+ years of experience in business management, finance, administration, training and development, and support of operations with at least five (5) years focused on leading and implementing training programs, organizational development and managing SOP's; or any combination of equivalent experience and education.

#### LICENSING AND CERTIFICATIONS:

None

#### KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; project management principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, policies, procedures and standards; fund accounting systems and principles; advanced internal control practices; advanced financial analysis principles and methods; research methods and techniques; automated financial systems and policy and procedure development and implementation practices.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; performing mathematical calculations; preparing and analyzing complex financial reports; reading, comprehending and reviewing financial information; managing projects; managing and adapting to a rapidly changing environment; 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; effective in managing competing priorities and client needs; ability to build and cultivate relationships with internal and external customers; excellent communication skills; professional appearance, and an ability to influence in a collaborative environment; excellent facilitation and presentation skills; ability to work independently and in a team; experience leading and managing employees with diverse backgrounds; proven experience in change leadership; experience working with senior leaders and external partners to influence and facilitate change.

#### PHYSICAL DEMANDS:

Positions in this class typically require: standing, walking, lifting, fingering, grasping, feeling, 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: N

Department of Transportation - CDL: N

Child Sensitive: N

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 encourages both prospective and current employees to discuss potential accommodations with the employer.