

CITY OF CHATTANOOGA
Classification Specification Title: Director Operations (APCB)

Department: APCB

Pay Grade: GS.14

Supervision Received From: Executive Director

FLSA Status: Exempt

Supervisory Responsibility For: Operations Dept staff (3)

Established: 8/28/2018

**Reviewed Dates: 4/1/25;
12/1/2022**

CLASSIFICATION SUMMARY:

The Director of Operations is responsible for planning, coordinating, administering and evaluating the Bureau's programs, projects, processes, procedures, goals, objectives, systems and/or standards, and supervision of the Operations Department. Oversees financial activities, including, but not limited to, budget preparation and procurement activities. Works directly with the APC Board to ensure outlined procedures are followed, manages various projects, and oversees all Public Relations matters.

SERIES LEVEL:

This is a standalone 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.)

Manage the day-to-day activities of the Bureau.

Supervise department staff to include prioritizing and assigning work; ensuring staff is trained, and ensuring that employees follow policies and procedures.

Plan, coordinate, administer and evaluate APCB programs, projects, processes, procedures, goals, objectives, systems and/or standards.

Identify weaknesses in processes and procedures; research, plan and implement solutions to streamline the Bureau's workflow.

Work with team members and staff to ensure they understand procedures and assigned roles within projects and on a daily basis.

Problem-solve a variety of issues from financial to technological.

Evaluate supply needs; order supplies and other items as needed.

FINANCIAL

Oversee the financial activities of the Bureau.

Oversee the preparation of and manage the APCB budget, which includes:

Evaluate and prepare the Bureau's budget.

Recommend adjustments to the Executive Director.

Review budget requests.

Research cost-figures.

Perform cost-benefit analysis to present to the Executive Director.

Prepare reports and materials for budget presentations.

Monitor and track expenditures to ensure compliance with the approved budget.

Manage petty cash funds.

Manage change drawers.

Maintain Bureau financial records.

Manage all accounts payable for the Bureau.

Submit invoices for payment and follow up with vendors to ensure payment is received.

Submit purchase card expenditure receipts and supply account numbers for charges.

Work with and supply external auditors with financial records and other documents, as requested.

Collaborate with accounting personnel to resolve issues.

Run end-of-day financial reports and verify accuracy with front office staff.

Collect payments when front office staff is unavailable.

Create and submit Collection Reports and financial documents to the Treasury.

Verify money is disbursed to correct accounting strings.

Submit journal vouchers.

Submit financial reimbursement requests for travel and other items.

PROCUREMENT

Oversee all procurement activities.

Manage requisitions, purchase orders and RFP's for the Bureau.

Anticipate and resolve purchasing problems.

Ensure that the Bureau follows proper purchasing procedures, as outlined by the City of Chattanooga and the Air Pollution Control Board.

Expedite requisitions, when necessary.

Track purchase agreements to ensure they are renewed and updated when necessary.

Research needs and write specifications for purchasing bids.

Maintain, monitor and track purchase card expenditures.

ADMINISTRATIVE

Work with the Board to facilitate their needs including.

Coordinate Board meetings, including schedules, locations, and Board member availability.

Ensure outlined procedures are followed.

Submit public notices to the paper and other public notification avenues.

Secure court reporter.

Create a Board package.

Write meeting agenda and summary of agenda items.

Gather reports and materials for the package.

Email package to Board members.

Take notes and write minutes of the meeting.

Ensure resolutions and other documents are signed by Board Chairman/appropriate persons and filed accordingly.

Send resolutions to City and County mayors, when necessary, for their signatures.

Host in-person and virtual meetings.

Participate in a variety of meetings in order to receive and/or convey information.

Prepare and send public notices for all required activities.

Serve as the Public Records Custodian.

Preparing applicable reports for legally required certifications; maintaining related records and performing other applicable duties.

Draft letters, emails, resolutions, and other Bureau documents.

Notary Public.

PUBLIC RELATIONS

Oversees Public Relations for the Bureau, including internal and external communications.

Manages the Bureau's air quality information program, including email campaigns, phone recordings, website, social media accounts, and text campaigns.

Serves as a liaison between the Bureau and the media, which includes:

Responding to media requests.

Writing and disseminating press releases.

Generating and deferring media attention.

Preparing and disseminating public service announcements.

Creating talking points.

Preparing applicable staff for interviews.

Generating public relations schedules.

Setting up press conferences and meetings.

Participating in interviews and performing other related activities.

Oversee the Bureau's website and social media accounts.

Creates newsletters, brochures, flyers, banners, displays, posters and other marketing materials and coordinates/oversees the printing and incorporation of items.

Education Outreach.

Develops, plans, coordinates and implements community education outreach, marketing activities, and publicity for applicable public information and/or involvement programs including, presentations to schools, government agencies, community groups, conferences, fairs, and other related activities.

Collaborates with and coordinates activities with other internal departments, citizens and external agencies.

Coordinates special events and programs including work activities with other departments, outside agencies and/or other applicable groups.

PROJECT MANAGEMENT

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.

Manage Bureau projects, including IT related projects, system/database upgrades, and other projects as needed.

Collaborate with other departments and vendors on projects.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in public policy, business administration, finance, public relations or related field and three (3) years of experience in business management, finance, administration; or planning, procurement, and support of operations and two (2) years of experience in public relations; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE & 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; 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; 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; handling multiple tasks simultaneously; monitoring and evaluating accounting and disbursement functions; 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.

Knowledge of public information principles; public relations principles; community relations principles; graphic design principles; writing styles; press management principles; media outlets and marketing material development principles.

Skill in implementing public relations programs; coordinating speaking in public; developing, planning and implementing long-range educational initiatives; monitoring budgets; preparing marketing and collateral materials; preparing press releases; generating media attention; using a computer and related software applications; 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: reaching, 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: 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 encourage both prospective and current employees to discuss potential accommodations with the employer.