



Classification Specification Title: Operations Division Director

Department	Public Works	Grade: NP.AP
Supervision Received	Deputy Administrator Public Works	FLSA Status: Exempt
Supervisory Responsibility	Director Citywide Services, Director Fleet Management, Director Solid Waste	Established: Aug 28, 2018 Revision: May 4, 2026

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for directing, managing, and leading continuous operations over City-Wide Services, Solid Waste, and Fleet Divisions within the Department of Public Works. Duties include overseeing daily activities of the three divisions to ensure compliance with applicable laws, ordinances, policies, and practices; managing and providing inputs toward operational and capital budgets; managing departmental personnel actions, including hiring, dismissals, disciplinary actions, and grievances. Work is performed under senior administrative reviews, empowered to operate with maximum degree of initiative and judgment. Work as a primary coordinator across departments/divisions within the City of Chattanooga, and organizations external to the City. Expected to direct the movement of Public Services to match the strategic direction of the Administrator for all infrastructure services, and display a firm understanding of problem-solving and conflict resolution management skills.

SERIES LEVEL: The Operations Division Director is a stand-alone position.

*** This is an Appointed 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.)*

Direct, manage, and lead operations of Public Works Divisions to include City-wide Services, Fleet Management, and Solid Waste, coordinate daily operations and activities of the divisions, and ensure execution of Division Director functions, tasks, and projects to deliver efficient and effective services in accordance with applicable laws, ordinances, policies, practices, expected standards, and established guidelines.

Leads the functional and future operations in each division within Public Services within the Department of Public Works. Assists all Division Directors with the development of measures of operational effectiveness, performance metrics, and critical tools of success, through direct guidance as an executive management-level leader.

Directs, manages, and coordinates departmental operational orders, taskings, projects, cross-functional initiatives, distributive communication plans, annual strategic guidance implementation, and budgetary development assistance.

Supervises staff to include prioritizing and assigning work, conducting performance evaluations, ensuring staff training, enforcing employees' compliance with policies and procedures, maintaining a healthy and safe working environment, and actively participating in hiring and termination actions.

Provides supplemental oversight of the Department of Public Works Risk Mitigation and Management Operations. Assists in the development of program effectiveness, priorities, supplemental actions, and disciplined actions. Ensures adherence to all regulations, standards, policies, and instructional guidance. Serves as a direct liaison between the Public Services Division and the City of Chattanooga Risk Management Division.

Coordination of divisions' personnel activities, including staffing, hiring process, employee actions, employee evaluations, salary administration, and employee relations in conjunction with the City's Human Resources Department. Works as the department's liaison with Human Resources for collaboration on policies and required approvals for the Public Services Division.

Manages the day-to-day activities and operations, which include planning, coordinating, administering, and evaluating a City's departments' programs, projects, processes, procedures, goals, objectives, systems, and/or standards. Ensures compliance with Federal, State, and Local laws, regulations, codes, standards, policies, and procedures.

Oversees the financial activities of the divisions, which include tracking and monitoring expenditures for compliance with approved budget; supplying external auditors with appropriate financial records, performing internal financial audits and reviewing findings with applicable internal staff, managing the petty cash fund, and coordinating activities with the Finance Department.

Oversees annual and/or capital division budgets for recommendations to the Mayor and City Council which includes developing budget requests and packages; comparing budgets to actual expenditures and overseeing fiscal operations; directs divisions in developing budget forecasts; developing budget policies, calendars, guidelines and instructions; directs the facilitation of budget meetings and the preparation of related materials; making presentations for executive staff and performing related activities; and ensuring budget compliance with State regulations.

Oversees divisional & departmental and/or capital project budget performance and/or variances, monitors performance in the execution of the budget for departments; determines availability of funds for departmental requisitions and vouchers, as well as contracts and approvals, including the preparation of payment vouchers, requisitions, bid specifications, journal vouchers, and process resolutions.

Prepares, submits, and manages grant funds, which include preparing grant work plans; assisting in the preparation and justification of special grant requests; submitting budget applications with applicable agencies; participating in final grant negotiations; preparing applicable reports; maintaining related records; and performing other applicable duties.

Oversees procurement activities for the divisions, which include managing the processing of requisitions and purchase orders; resolving purchasing problems; expediting requisitions; and performing other related activities.

Participates in/on a variety of meetings, Boards, Commissions, and/or other related groups in order to receive and/or convey information.

Manages the progress and implementation of traffic operations and paving projects.

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

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.

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):

None

MINIMUM QUALIFICATIONS:

Bachelor's degree in public policy, business administration, finance, engineering, or related field with seven (7) years of experience in operations, business management, finance, administration, or planning, procurement, deployment, and support of operations; or any combination of relevant education and experience to perform the essential functions of this position will be considered.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of leadership, management, and supervisory principles; task and 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; handling multiple tasks simultaneously; monitoring and evaluating accounting, payroll 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. Ability to work independently and in a team environment.

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: Child Sensitive: Dept of Transportation (CDL):

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: 5/15/25; 2/07/25; 10/28/24; 10/20/23; 1/12/23