

**CHIEF OF OPERATIONS**  
**(Mayor's Office)**

**DISTINGUISHING FEATURES OF THE CLASS:** Under the direction of the City Mayor, the Chief of Operations will be the primary staff person in charge of overseeing the City's ongoing operations and procedures. The Chief of Operations works closely with the Mayor and other Executive Staff to establish policies and objectives that promote the City's culture and vision and maintains control of diverse business operations.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Assesses the current state of performance and service delivery within the organization by examining existing strategies and assets;
- Identifies and spreads effective strategies to all departments within the City to increase performance and service delivery;
- Works closely with City departments to align organizational objectives with individual department goals;
- Serves as a liaison to the Mayor to lead the establishment of strategies for optimizing service delivery and organizational performance;
- Identifies and communicates City priorities and ensures they become opportunities to improve structural capacity, service delivery and overall customer satisfaction with City services;
- Communicates and facilitates dialog among individual departments to maximize their value, efficiency and interdepartmental cooperation;
- Identifies potential threats to operational efficiency, including underperforming resources, personnel liabilities and over burdensome or unnecessary procedures and process;
- Collaborates with staff to define purpose, role and vision for improving the organizations' operational capacity;
- Works with City staff to identify meaningful metrics that the City should report;
- Pursues local, regional and national partnerships to leverage resources and ideas;
- Works with Chief of Staff and others to create and implement a strategy to clearly communicate City goals and progress towards those goals;
- Speaks on the record to the media regarding City matters as necessary;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of State and Municipal policies and procedures;
- Attentiveness to detail;
- Excellent speaking and writing ability;
- Ability to supervise;

- Ability to multitask;
- Ability to work effectively with diverse populations;
- Good knowledge of personal computers and office equipment;
- Ability to communicate effectively verbally and in writing;
- Good judgment;
- Tact and courtesy
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Master's Degree (or higher) in Public Policy, Public Administration or a related field and five (5) years of progressive experience in policy development and implementation;; **OR**
- B. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in Public Policy, Public Administration or a related field and seven (7) years of progressive experience in policy development and implementation; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.