



**Code: 3057**

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Relations

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## **CLASS TITLE: DIRECTOR OF PROGRAM OPERATIONS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions as a mid-level manager, responsible for directing supervisory level staff and managing the operational and administrative functions of a social service, public health or public service programs of considerable size and scope, and performs related duties as required

### **ESSENTIAL DUTIES**

- Directs the strategic planning, policy development and implementation of a major departmental social or public service program
- Oversees staff responsible for the oversight of a social or public service initiative or program (e.g., setting program goals and priorities, delivery of program services, and monitoring of delegate agencies)
- Monitors the performance and ongoing development and training of Program staff and conducts performance evaluations of supervisory staff
- Develops the Program's work objectives, quality standards and performance measures, working with program supervisors to monitor productivity and adhere to established standards
- Directs the development and management of program contracts, budgets, grants and administrative functions
- Serves as a liaison between other City departments, outside agencies and the general public and other City and agencies
- Represents the department in meetings and special task force initiatives to address various community and public service issues
- Manages and directs special projects and initiatives
- Acts as a liaison with various local, governmental, and community based coalitions and agencies in an effort to enhance and promote departmental services and programs
- Oversees the development, duplication and marketing of materials used to promote social or public service programs
- Identifies and researches specific problems and areas of opportunities and concerns and makes recommendations necessary to ensure program and operational efficiency
- Responds to public inquiries and comments regarding program concerns and complaints

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's Degree in the Social Sciences, Business or Public Administration, Public Health or a directly related field, plus seven years of experience in the planning, implementation or administration of social service, public health or public service programs, of which five years is in a management/supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Advanced knowledge of:

- \*principles and practices of program planning, development and implementation
- \*applicable federal, state, local laws, statutes, regulations and guidelines
- \*social service administration principles, policies, practices, and techniques

Considerable knowledge of:

- \*supervisory methods, practices and procedures
- \*management of a community or public service program

Moderate knowledge of:

- \*applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- \*JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand

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- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
November, 2011