



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 800.5

Job Title: **CHIEF OPERATING OFFICER (EXE LVL))**

Pay Grade: 37

GENERAL SUMMARY:

Under the leadership of the Department Director, serves as chief advisor and has executive corporate oversight of all operational functions within the Department.

RESPONSIBILITIES:

- Leads the operational divisions by providing general oversight and strategic planning initiatives to improve efficiencies, reporting, and regulatory compliance.
- Assesses current practices and management processes in order to implement an appropriate system of policies, internal controls and procedures.
- Oversees long-range planning for capital improvement projects, funding sources, maintenance projects, and technology and service initiatives.
- Monitors operational effectiveness through reports on status, adequate resources, division feedback and analytics.
- Works collaboratively with the support divisions to effectively administer resource needs and to cultivate organizational development needs.
- Meets with employee, governmental, business, professional, civic and other groups to discuss, interpret, promote, advocate and/or explain the department's operational policies, programs, objectives and/or initiatives.
- Establishes and coordinates a variety of special projects to improve the efficiency and effectiveness of departmental operations, processes and procedures.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Business Administration, Public Administration, Engineering, Construction or another degree related to the responsibilities of the job.

EXPERIENCE:

More than ten years of experience are required in progressively responsible professional work directly related to the operations of the department.

COMPLEXITY:

Work is very non-standardized and widely varied, involving many complex and significant variables. Analytic ability and inductive thinking are required in extensively adapting policies, procedures and methods to fit unusual or very complex situations.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work lead to major costs and problems; impacts are typically short-term but may have some effect on the long-term performance of the City. Work is typically performed with policy direction provided and the individual sets virtually all the objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Chief Advisor to the Director. This position is typically over Deputy Directors and Assistant Directors and reports directly to the Department Director.

Indirect Supervision:

Involves supervision and evaluation of work as a Chief Advisor or equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Deputy Directors and City executive management. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required.

External Contacts:

Level of external contact is primarily with prominent persons. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues which require diplomacy.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Public Works Director

Effective: September 2017