

CLASS SPECIFICATION
OPERATIONS DIRECTOR

PAY GRADE: GRDX0100
CLASS CODE: 30003876
EFFECTIVE: OCTOBER 5, 2022

CLASSIFICATION SUMMARY

Under the direction of the Commissioners-in-Charge and reporting to the Chief Administrative Officer, Community Safety Transition Director or other executive-level position, the Operations Director will lead a coordinated and strategic effort to plan and implement policy reforms identified by City leaders. The Director oversees response to declared emergencies and city-wide initiatives, providing leadership and guidance to the Incident Command Manager. This position will ensure that policies and reforms reflect the City's values of anti-racism, transparency, collaboration, equity, communication, and financial responsibility. Classification is exempt from civil service.

Responsibilities include planning, directing, revising, and coordinating organizational structure and workflow programs; deciding and communicating overall goals and outcomes; budgeting and exercising fiscal control; and directing personnel and operations.

DISTINGUISHING CHARACTERISTICS

The Operations Director is distinguished from other executive-level positions in that the former has an organization-wide focus and develops tactics to implement solutions to community issues that their Commissioners-in-Charge set and the latter have responsibility to direct the long-term strategies and operations of their bureaus.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties and performs related duties as assigned.

General Duties:

1. Work closely with City Commissioners, the Chief Administrative Officer, and bureau chiefs and directors to lead, develop and oversee the implementation of a strategic plan to address an identified emergency or urgent issue which requires an immediate response; establish priorities informed by data analysis and equity-based decision making.
2. Establish and oversee an office or command center, organizing and establishing office resources, budgeting, expenditures, risk management, workflow, communications, and annual work plans; develop and execute special projects and activities; develop, implement, improve, monitor, and evaluate programs, projects, workflow, methods, and work products.

3. Develop a framework for community engagement regarding efforts and activities, including priorities, timelines, and methods for sharing information internally; oversee community outreach and the development of collaborative community partnerships that reflect the urgent and complex issues within the Portland Community.
4. Oversee the Incident Command Manager during declared emergencies: direct City efforts across bureaus; oversee the creation of the overall incident action plan and the organization of incident response teams. Ensure data and metrics related to the emergency response are communicated to council, bureau directors, and stakeholders.
5. Represent the City and area of responsibility to the public, elected officials, other agencies, other Bureaus/Offices, other jurisdictions, committees, community groups, and organizations; make presentations, chair and participate in meetings and committees; conduct community outreach; provide staff assistance to City Council; maintain constructive media relations; respond to sensitive citizen and media questions, feedback, and requests for information.
6. Review and analyze pertinent statutes, regulations, ordinances, and policies in terms of impact on assigned programs; ensure compliance.
7. Share expertise and convene conversations between bureaus, Council offices, community groups, and regional partners and jurisdictions; ensure results and action items are delivered in collaboration with bureaus, council offices, community groups, and regional partners.
8. Develop and implement a process to identify equity outcomes and performance measures, and work with bureaus and Council offices to track and manage to those metrics.
9. Prepare and present materials, reports, and recommendations to City Council.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction of the Chief Administrative Officer and Commissioners-in-Charge.

May lead or supervise other staff. May supervise subordinate supervisors.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Advanced knowledge of principles and practices of strategic leadership in public administration, budget preparation and administration, and fields related to the mission and purpose of the Bureau/Office.
2. Advanced knowledge of principles of management, supervision, training, and performance evaluation.
3. Knowledge of relevant federal, state, and local laws, statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
4. Ability to influence complex political decision-making processes to reflect the interests expressed by the community, with a focus on uplifting historically marginalized communities including people with disabilities.
5. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
6. Ability to manage functions and operations, including personnel management and budget administration, and apply program practices to diverse and complex City services.
7. Ability to establish and maintain effective working relationships with those contacted during work; demonstrate tact, diplomacy, and patience; gain cooperation through discussion and collaboration.

8. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
9. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
10. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
11. Ability to navigate sensitive political environments.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in business administration, public administration, sociology, or related field.

AND

Experience: Ten (10) years of experience of increasing responsibility in administering public programs, including five (5) years of leadership experience in a complex and diverse organization to include experience leading organization change, measuring success, building equitable and inclusive processes, leading with equity in strategic and daily operations, and serving diverse underserved communities and stakeholders.

Special Requirements and/or Qualifications:

A valid state driver's license may be required for certain positions.

Bargaining Unit: Non-represented
Operations Director Classification Specification
FLSA Status: Exempt
HISTORY
Effective 10/5/2022
Revision Dates:
4/2023 Edited for clarity