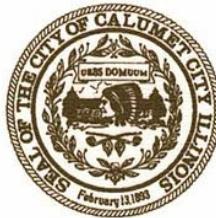


# CALUMET CITY PERSONNEL & PURCHASING DEPARTMENT



**Thaddeus M. Jones**  
*Mayor, City of Calumet City*

**Deston Dorchack**  
*Personnel Director*

**Deanne Jaffrey**  
*Chief of Staff & City Administrator*

## OPEN POSITION DIRECTOR of OPERATIONS and SHARED SERVICES

### **JOB SUMMARY**

This position provides strategic direction, develops policies and procedures and provides overall day to day administrative leadership of city operations and shared services. This role is responsible to provide guidance to improve the overall effectiveness of the organization by providing strategic development of processes and procedures to support transformational change and continuous process improvement in order to create the desired positive and professional outcomes. The Director of Operations and Shared Services will provide direction and oversight to mission critical and department-wide operations, and community or business functions, including (but not limited to) financial management, human resource management, relationship management, reporting and analysis and strategic initiative management. In order to propel the City of Calumet City into the 21st century, the ideal candidate will be an innovative, collaborative, energetic and fun visionary leader with a track record of proven successes of implementing innovative and effective solutions as well as extensive professional experience in leadership initiatives, business analysis, problem management, process improvement, capital planning, project design and implementation, community engagement as well as change and knowledge management. Additionally, the ideal candidate will possess traits that provide for resiliency, creativity, accountability and flexibility as well as high levels of self-motivation and impeccable work ethic.

### **ROLES and RESPONSIBILITIES**

#### **Operations & Strategic Management**

- Provides general direction for the day to day work efforts of the functional groups
- Identifies operational deficiencies and projects requirements for improvements to maximize productivity, streamline processes in order to maintain and grow operational health that will maximize output and minimize costs.
- Leads the development of long term comprehensive strategic plans, and the creation of standard operating procedures and work processes; ensuring operational procedures are properly adopted and maintained by driving conversations with process owners to define process needs/requirements and ensuring adoption of approved changes
- Identify outdated systems, processes and procedures, including HR workforce management, clerical processes, data and records management and IT systems and related procedures.
- Implement and manage integrated employee work order and client tracking system, define integrated systems, automation tools, electronic data implementation and data security

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- Partner with Personnel department to develop employee on boarding/off boarding process and HR records management tools and procedures
- Directs the development, ongoing maintenance and execution of enterprise-wide disaster recovery and business continuity plan

## **Human Resource Management**

- This position may require management of a staff of professional subordinates
  - Coaches staff and provides success factors and performance goals alignment
  - Ensures the availability of training and professional development programs

## **Organization Change Management & Governance**

- Create change awareness through internal change agents, focus groups and comprehensive communications and effective marketing of changes
- Charter and implement a successful training regimen, including training materials, training schedules, and training success metrics
- Manage compliance through governance policies and the implementation of proper controls to ensure operational excellence as desired
- Create an electronic repository to store governance material, process manuals, training information and other related knowledge documents and materials

## **Continuous Process Improvement**

- Plan, monitor, and analyze key metrics for the day-to-day performance of the operations to ensure efficient and long-term impact of new or anticipated strategies and decisions.
- Monitor day-to-day operational systems and processes that provide visibility into goals, progress, and obstacles for our key initiatives

## **Information Technology**

- In partnership with the technology team, contributes to and assists with the implementation of the departmental technology roadmap, plans updates to staffing and infrastructure as required.
  - Oversees the critical path level management of resources and systems.
  - Reviews IT strategic and operational planning to achieve city goals by monitoring service/performance levels, fostering innovation, prioritizing initiatives, and coordinating the evaluation, deployment, and management of current and future improvements across the organization.
  - Leads the formulation and deployment of long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies

## **Relationship Management**

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- Build and maintain relationships with city department heads, external partners, and vendors to make decisions regarding operations activity and strategic goals
- Represent the City of Calumet City in meetings with the public or private sector in a professional manner with a high degree of integrity
- Uphold organization policies and standards, ensuring legislative regulations are followed

## Financial Management

- Assists with the review and prioritization of the capital budget and related expenditures.
- Oversight of department project budget to ensure alignment with scope and timeline
- Provides department annual operating budget and ensures expenditures are within project scope

## Qualifications and Education Requirements

- Bachelor's degree in business administration or related field or 10+ years operational leadership role
- Demonstrated success in creating practice solutions to improve employee productivity
- Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
- Proven ability to identify operational deficiencies plan and manage operational process for maximum efficiency and productivity
- Ability to new structures and roles that create speed, efficiency, and support rapidly shifting business demands
- Expert organizational, communication, and leadership skills, demonstrated by previous professional success
- Excellent Communications skills, written, Verbal and ability to present material to senior and executive management teams
- Highly self-motivated and directed with an attention to detail

## Preferred Skills

- Experience with budget and business plan development
- Superior negotiation skills in both internal and external settings
- Working knowledge of data analysis and performance metrics using business management software (e.g., SAP, ERP, CRM, Microsoft Project, Excel, Visio, PowerPoint)

## Additional Notes

\*May require participation outside of standard business hours

Anyone interested in the posting, please contact **Deston Dorchack** at [ddorchack@calumetcity.org](mailto:ddorchack@calumetcity.org) or **Deanne Jaffrey** at [djaffrey@calumetcity.org](mailto:djaffrey@calumetcity.org).