



**Code: 3059**

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

This class title has been designated as a multi-tiered title. Positions allocated to this title code are assigned to small City departments and have been designated as such on the Senior Manager Salary Plan.

### **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 (7) years of experience in the planning, implementation or administration of social

service, public health or public service programs, of which five (5) years is in a management/supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Master's degree or higher in the Social Sciences, Business or Public Administration, Public Health or a directly related field, PLUS six (6) years of experience in the planning, implementation or administration of social service, public health or public service programs, of which five (5) years is in a management/supervisory role related to the responsibilities of the position

#### **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

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- \*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
- 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  
October, 2023; May, 2025