CLASS TITLE: ASSISTANT DIRECTOR OF STREET OPERATIONS

CHARACTERISTICS OF THE CLASS
Under direction, assists with the Street Operation Division’s oversight with responsibilities for the administration of parking enforcement, booting operations, and management of the residential disabled permit program, and performs related duties as required.

ESSENTIAL DUTIES
• Coordinates administrative oversight, management and reporting work efforts with supervisory staff to monitor field assignments and ensure parking enforcement, booting operations and special permit parking procedures and policies are followed in the performance of duties.
• Directs supervisory staff responsible for overseeing parking enforcement including the booting activities for a 24 hour a day, 6 day a week operation.
• Oversees the scheduling of field personnel, ensuring adequate staffing levels on all shifts.
• Develops program’s work objectives, quality standards and performance measures to ensure that the street operations programs adhere to established standards.
• Assists in the development of management goals and objectives and implements related policies and procedures.
• Develops manpower strategies, analyzes work flow and productivity and recommends and implements functional and technological improvement measures to ensure the programs operational efficiency.
• Assists in the development of internal procedures, guidance and training for staff, and facilitates efficiency strategies for field operations.
• Manages vendor relationships and contract compliance processes.
• Develops and implements operational work procedures to ensure the efficiency of street operations and office functions.
• Prepares budgets and oversees the maintenance of financial records and prepares various fiscal reports to account for fund expenditures.
• Establishes work standards and evaluates staff performance.
• Prepares and analyzes reports on operational activities, productivity, performance management initiatives, and personnel costs.
• Responds to street operation emergency incidences, as required.
• Serves as a liaison with other city departments and outside agencies, as required.

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 Business Administration, Public Administration or a directly related field, plus five years of program/project administration and evaluation experience of which three years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of training and experience.
Licensure, Certification, or Other Qualifications

- A Valid State of Illinois Driver’s License is required.

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Availability to work on a 24-hour call basis

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)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *performance and operations management
- *word processing, spreadsheet and presentation software

Moderate knowledge of:

- *human resource administration principles and practices
- *business administration principles and practices
- *supervisory methods, practices, and procedures

Some knowledge of:

- *applicable federal, state and local laws, regulations, and guidelines
- *report preparation methods, practices, and procedures
- *knowledge of applicable City and departmental policies, procedures, rules, and regulations

Skills

- *ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
- *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
- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
* MANAGEMENT OF FINANCIAL RESOURCES – Determine how money will be spent to get the work done and account for these expenditures

* 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 complex information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking effectively so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas effectively in writing so others will understand utilizing appropriate grammar
- 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
- ADAPTABLE/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABLE - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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.

City of Chicago
Department of Human Resources
February, 2013