

# Executive Director of Operations



## Position Description

### Status

Full-Time, Exempt

### Compensation

D63

### Bargaining Unit

Non-bargaining

### Reports to

County Administrator

### Supervises

Information Technology Manager, Project Manager, Facilities Management Director, Central Dispatch Director

### Position Category

Executive Director

### Summary

The Executive Director of Operations performs a wide range of difficult-to-complex leadership responsibilities for all areas directed by the County Administrator in accordance with policies and directives pursuant to all applicable state and federal laws and regulations. Responsible for integrating the strategic plan, priorities and goals throughout the organization.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Assists the County Administrator in the general management of County government by serving as liaison between the County Administrator and all departments and elected offices; acts as assistant to and may act for County Administrator, as authorized.
2. Assists with the overall leadership, development, implementation and accomplishment of short and long-range plans and policies related to Customer Service, Employee Engagement, Process Improvement and Financial Stability.
3. Assists with the financial management of the organization, including the development and implementation of the annual budget.
4. Responsible for providing information, advice, and counsel to the County Administrator in the creation of policies, programs, and strategic direction of the organization.
5. Assists with the administration of overall operation of the organization.
6. Develops process-based plans and strategies to support the organizational mission and vision.
7. Develops organizational framework and metrics for measuring and reporting service goals and objectives.

8. Oversees the development, management and accountability of various County projects.
9. Engages County services area in workflow analysis, decision-making and business process re-engineering.
10. Receives, investigates, and resolves complaints/concerns from stakeholders.

## **Competencies**

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet. [Click here.](#)

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Organizational Values
- Goal/Results Oriented
- Communication
- Attention to Detail
- Adaptability
- IT Application
- Leadership & Influence
- Management
- Planning & Organizing
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has direct supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required to access County buildings and employees.

## **Required Education and Experience**

1. Bachelor's degree in human resources, labor relations or psychology.
2. Seven (7) years of experience in human resources, labor relations or psychology.
3. Seven (7) years of experience in leadership and government.

## **Preferred Education and Experience**

1. Master's degree preferred in human resources, labor relations, psychology, or information science.

## **Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_