CHIEF OPERATING OFFICER

DEFINITION: Under general direction, oversees and coordinates all areas of county general government, to coordinate specific initiatives and to be the point of contact for the County Commission and other elected officials; assists the County Mayor to carry out his initiatives in an effective manner.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, physical requirements, knowledge, skills, abilities, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)

This is a Fair Labor Standards Act defined Exempt Position - Exempt positions are excluded from minimum wage, overtime regulations, and other rights and protections afforded nonexempt workers. The employee in this position is paid a salary rather than an hourly wage for this position. FLSA does not limit the amount of work time an employer may require or expect from any exempt employee, on any schedule. Hamilton County Government expects an employee in this position to complete the work assigned regardless the number of hours involved in completing the tasks assigned**.**

TASKS:

Provides direction, leadership and coordination for assigned Administrators and Department Directors for the following areas of County government: Public Works, Health Department, General Services, Emergency Management, Medical Examiner's Office, Information Technology, Telecom and other areas as assigned by the Mayor; develops long term strategic plans and philosophy for assigned County departments; ensures communication of the vision and direction; evaluates effectiveness of current services; communicates goals and objectives through establishment of internal controls, policies and procedures; assures services delivered meet needs of area served; develops performance measure analytics and quality assurance processes across assigned areas of government and assists Administrators and Directors in achieving these goals; problem solves with direct reporting Administrators and Department Directors.

Interviews, hires or authorizes hires; delegates, prioritizes, evaluates, counsels, and encourages county employees; develops supervisory staff providing additional skill training to improve development of their staff; encourages staff development and training at all levels through appropriate training and inservices; encourage innovative and flexibility in meeting program goals and objectives; develops means of problem solving and troubleshooting among Administrators and Department Directors, to include deliberate coordination of collaborative programs and systems applications across multiple areas of County government.

Initiates changes and improvements to the systems or processes; provides leadership and direction to special initiatives assigned by County Mayor; conducts needs and SWOT assessments for assigned areas of government; provides a point of contact for the County Commission and other elected officials; meets with the County Mayor to provide updates and status of current projects or situations; responds to inquiries and requests from elected officials; builds cooperative working networks for county/community projects.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

Knowledge of federal, state and county laws, rules, regulations, policies, practices and procedures related to public programs, activities and projects.
Knowledge of federal, state, and county funding sources, budgetary planning, development and implementation methods, practices and procedures.
Knowledge of federal, state and county laws, rules, regulations, guidelines related to human resources and risk management.

Knowledge of management and administration methods, practices and procedures.

Chief Operating Officer – continued

Knowledge of customer service/public relations methods, practices and procedures.
Knowledge of long-range strategic planning and goal setting.
Knowledge of research, analysis, and development of grants, contracts and resolutions.
Knowledge of networking with federal, state and community agencies, organizations and advocacy groups.
Skill administering a variety of department programs and services in compliance with all applicable guidelines.
Skill prioritizing, scheduling, assigning, reviewing, motivating and evaluating management level work.
Skill developing and implementing internal controls, policies and procedures.
Skill planning, developing, administering, monitoring and approving budgetary expenditures.
Skill utilizing verbal and written communication in the development of reports, presentations, policies, contracts and resolutions.
Skill mediating differences, resolving grievances and negotiating contracts and agreements.
Skill responding to inquires from the media and elected officials.
Skill establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

The equivalent of a Bachelor's Degree in Social Science or Public Administration plus ten (10) years of administrative experience, five (5) of which must be in a management or Director level capacity preferably in a governmental environment.

PHYSICAL REQUIREMENTS:

Work requires ongoing public relations and community contact. Work also requires a minimum to moderate amount of physical effort with intermittent typing, sitting, standing, walking, and driving.

ADDITIONAL INFORMATION:

This job description is not designed to cover or contain a comprehensive listing of all 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.

All positions within Hamilton County Government are considered work **in-person** and require regular and punctual attendance.

All positions within Hamilton County Government may require work on Holidays or weekends. Additionally, irregular hours and shift work may be required, including possible extension of shift hours, at times with short notice.

AN EQUAL OPPORTUNITY EMPLOYER
Hamilton County does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. A copy of Hamilton County's Equal Employment Opportunity Plan (EEOP) & Utilization Report is available on the County's Equal Employment Opportunity (EEO) Office home page.
https://www.hamiltontn.gov/Department_EqualEmploymentOpportunityOffice.aspx

Prepared by:
Reviewed by: CM
HR Reviewed by: CP 10/02/2023