



VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION: DIRECTOR OF OPERATIONS –
OFFICE OF THE MAYOR & THE BOARD

EFFECTIVE DATE: 07/15/2014

DEPARTMENT: General Government	WORK LOCATION: Village Hall		FLSA STATUS: Exempt
CLASS CODE: 7150	RANGE: 17	PENSION: IMRF	UNION: Non-Union
REPORTS TO: Village President and Board of Trustees	LEVEL OF SUPERVISION RECEIVED: General Supervision		LICENSE/CERTIFICATES: Valid Illinois Class D Drivers' License

SUMMARY:

Performs a variety of routine, complex and confidential work for the Village President and Board of Trustees, plans and carries out difficult assignments independently, performs a variety of important, complex and specialized assignments as delegated. Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Manages daily administrative needs of the Mayor and Board of Trustees. Tasks include coordination of meetings, crafting and distributing official correspondence, travel arrangements and other projects as assigned. Work is of a confidential nature and requires judgment and knowledge of Village practices and policies.	Daily 70%
2.	Develop and implement Social Media and marketing plans on behalf of the Village. Actively researches Social Media news and information and shares knowledge with staff as needed.	Daily 20-30%

3.	Provides the Mayor and Board with news clippings, reports, presentations and research pertaining to various issues and topics.	Daily 20-30%
4.	Through the supervision of boards and commission administrative staff assistant, oversees the communications of the various boards and commissions events, and assists the Assistant to the Village Manager in the publicity and marketing of such events, (i.e. 4 th of July, Platz concert, Big Ten and Celtic Fest)	Daily 15%
5.	Attends various meetings outside of standard work day on behalf of the Mayor and Board.	Weekly 40%
6.	Contributes leadership skills, resource management, strategic thinking and high level of coordination to long term and short term special projects assigned by the Mayor and the Board, i.e. Sears Centre Arena and Barrington Interchange projects.	Monthly 40%
7.	In cooperation with the Police department, coordinates the volunteer software information program "registration system" ensuring Village volunteers are thoroughly vetted through screening process.	Weekly 5%
8.	Provides high level of customer service to Village employees, residents and businesses. Responds to inquiries and requests using the appropriate medium (email, phone call, letter, memo or fax) and a professional and friendly tone. Refers individuals to other departments if necessary.	Daily 100%
9.	Accurately and efficiently transcribes from transcription tapes or handwritten copy using a personal computer and/or typewriter.	Weekly 5%
10.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 90%

JOB NO.	OTHER RELATED DUTIES
1.	Performs other duties, tasks, and responsibilities as required or assigned.
2.	Assists in answering phones for General Government staff.
3.	Serves as a member of various committees and task-forces that may meet during evenings and weekends.
4.	Takes responsibility for Village Board and Committee meetings as needed.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

☐ None required

☒ Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. (*List specific responsibilities below*)

Provides direct supervision to Boards and Commissions Administrative Staff Assistant. Helps develop goals and opportunities to further growth and training.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- ☐ High school education with vocational training
- ☐ High school diploma or general education degree (GED)
- ☐ Two or more years of college coursework in related field
- ☐ Associate's degree (A.A.) from two-year college or technical school
- ☒ Bachelor's degree (B.A.) from four-year college or university
- ☐ Master's degree (M.A.)
- ☐ Doctoral degree (Ph.D)

Degree or coursework should be in...

Communications, Marketing, Public Relations or related field

Experience Level (Select one - required)

- ☐ No prior experience or training required
- ☐ Six months to one year related experience
- ☐ One to two years related experience
- ☐ Two to four years related experience
- ☒ Four to ten years related experience

Additional Experience (Select as appropriate)

- ☒ Experience in supervisory capacity...
- ☐ Experience in management capacity...
- ☐ Must meet the requirements as set by the Fire & Police Commission

One year minimum

Enter number of years required here

Computer Skills (Select as appropriate)

- ☒ Entry and processing of data
- ☒ Word Processing data
- ☒ Spreadsheet software
- ☒ Database software

Specialized applications:

Microsoft Office Suite

COMMUNICATION SKILLS:**English Language/Communication Skills (Select one)**

- ☐ Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- ☐ Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- ☐ Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- ☒ Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- ☐ Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Fluency in foreign language skills is:

Ability to speak and/or read, write and comprehend.

- ☒ A Plus
☐ Preferred
☐ Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

Problem Solving: Gathers and analyzes information; identifies and resolves problems in a timely manner.

Planning/Organizing: Prioritizes and plans work activities; uses time efficiently; develops realistic action plans.

Analyze: Research and analyze professional and market information

Computers: Ability to use a personal computer to communicate within and outside of the organization and to retrieve, prepare and store documents.

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 with or without reasonable accommodations.

(mark all 17 activities)

<u>Physical Activity</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	<u> X </u>	_____	_____
Walks	_____	<u> X </u>	_____	_____
Sits	_____	_____	_____	<u> X </u>
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	<u> X </u>	_____
Reaches with hands and arms above shoulder	_____	<u> X </u>	_____	_____
Climbs or balances	<u> X </u>	_____	_____	_____
Twists or turns	_____	_____	<u> X </u>	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	<u> X </u>	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u> X </u>	_____
Lifts or move 10 to 20 pounds (light)	_____	<u> X </u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u> X </u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

_____ Corrected vision of...

_____ Uncorrected vision of...

Enter specific vision requirement here

Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

----- Amount of Time -----

Environmental Conditions

None

Less than 1/3

1/3 to 2/3

More than 2/3

Customary indoor conditions

 X

Customary outdoor weather conditions including
extreme cold, extreme heat, and wet or
humid conditions

 X

Non-weather conditions: extreme cold, extreme
heat, and wet or humid conditions

 X

Works near moving mechanical parts

 X

Works in high precarious places, underground,
or confined spaces

 X

Flying debris or airborne particles

 X

Fire, smoke, fumes, gases, or noxious odors

 X

Toxic or caustic chemicals, aerosols, liquids,
solvents or oils

 X

Risk of electrical shock

 X

Works with explosives or risk of radiation

 X

Vibration

 X

Extreme illumination

 X

Low noise level

(Normal voice tones)

 X

Moderate noise level

(Raised voice levels)

 X

High noise level

(Shouting/ear protection may be needed)

 X

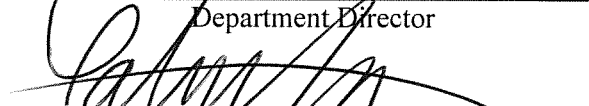
The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

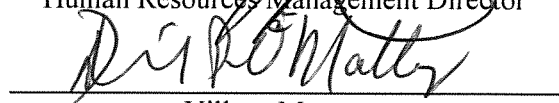
Recommended Approval:


Department Director

Reviewed Approval:


Human Resources Management Director

Approved:


Village Manager

Effective Date: _____

Revision Date: _____