

City of Stamford

Director of Operations

Introduction

The Director of Operations is responsible for all personnel within the Operations (public works) department including maintenance of the City's infrastructure services including sewer maintenance and facility Operations, sanitation, street maintenance, city storm and sanitary sewer operations, and emergency response for snow and ice, flood, severe weather mitigation, and other functional areas (listed below). Interested applicants should have extensive management knowledge and experience in similar government or city service positions. The applicant should also have five to seven years of civil service experience, preferably in operations related areas.

The Director of Operations position is established by City Charter permitting the Mayor to select a Director without regard to defined credentials or skillset. However, the following are key factors the Mayor may consider when selecting a new Director.

Director of Operations Educational Requirements

The minimum education required to get started as the Director of Operations can range from a Bachelor's degree in Public Administration, Business Administration, Liberal Arts, or Law to a Master of Business Administration (MBA). Other preferred credentials (although not requirement) should include bachelor's degree in civil engineering or business administration as well as background in accounting in order to successfully handle budgetary works.

Director of Operations Job Duties and Responsibilities

The Director of Operations is responsible for various administrative and managerial duties. Basically, the Director of Operations monitors and oversees the physical facilities of the local community or area. The Director of Operations works under the supervision of the Mayor. One of the essential duties of the Director of Operations is the ability to create and plan long-term programs that will develop the growth of the community. In addition, the Director of Operations is also responsible for analyzing and assessing proposals of the public work staff. After evaluating the target proposals, the Director of Operations should then present the top plans to designated department heads for consideration and then supervise and direct his staff to work on the chosen projects.

The Director of Operations is also responsible for evaluating the projects in accordance with the given budget. Aside from that, it is the responsibility of the Director of Operations to evaluate his/her staff based on the department's requirement and criteria. Throughout the project, the Director of Operations should always monitor the working progress of their staff and other employees; thus create an alternative plan for employees unable to meet the standards set for the department. Director of Operations may also have an initiative in conducting performance reviews, hiring new employees, and handling termination. Developing the protocol for hiring outside vendors is also one of the essential duties of the Director of Operations. To proceed with the work, the Director of Operations could create bid specifications and recommend specific vendors for the particular projects. It is the responsibility of the Director of Operations to ensure that all work is completed successfully by contractors, vendors, and other public staff member.

The Director of Operations generally works indoors or in offices but he/she is also required to attend public events and on-site works as requested by the upper management. The Director of Operations often works during regular business hours unless there are special events or major issues with public services that require extending the working hours. The Director of Operations also monitors the activities of various sub-departments within the public works sector. These sub-departments include:

- Sanitation (also known as “Solid Waste,” “Trash” and “Garbage”)
- Maintenance (also known as “Facilities”)
- Engineering
- Facilities and Parks
- Traffic, Transportation and Parking
- Road Maintenance
- Building Inspection and Code Enforcement
- Land Use and Zoning
- Fleet Management
- Leisure Services

Director of Operations search process

The Director of Operations will have a by series of interviews with the Mayor and other department heads. Then, he/she will be selected by the Mayor.

Application status - He/she is requested to contact the Chief of Staff, Michael Pollard – 203.977.4154
(mpollard@stamfordct.gov)