



City of Kansas City, Missouri Job Class Specification

Job Title: OPERATIONS OFFICER

Department: MULTI

Job Code: 2065U

Status: EXEMPT

Grade:

UNCLASSIFIED

Summary

This is highly responsible administrative and professional work as a member of the Department executive leadership team assisting in the planning, design, direction and overall management of a department of the department, and may act as Department Head in the absence of the Director.

Work involves responsibility for the supervision of a wide variety of administrative matters and operational issues freeing the department Director or Deputy Director for higher level administrative duties. Work also involves the application of sound management practices in the formation, modification, improvement and implementation of departmental operational policies and regulations. An employee of this class is expected to execute programs fully with almost complete independence and is responsible for the use of considerable initiative and independent judgment within the framework of established policies. Work is reviewed by the Director or Deputy Director through conferences, observations and evaluation of reports and results obtained.

Duties and Responsibilities

- Participates with executive management team to plan business objectives, develop organizational policies, coordinate functions and operations between divisions and establish responsibilities and procedures for attaining objectives with a focus on Customer Service.
- Reviews reports and financial statements to determine progress and status in attaining objectives and revises objectives and plans in accordance with current conditions.
- Consults and coordinates with representatives from Federal, State and County governments and interested organizations regarding the City's water/sewer/stormwater operations and maintenance programs
- Assists the Director or Deputy Director in planning, developing, directing and managing department programs and projects for specific divisions, including planning, engineering, technical, professional and administrative staff
- Directs and analyzes studies of general economic, business, and financial conditions and their impact on the organization's policies and operations.
- Represents the department in dealing with other governmental agencies, private firms, and the general public.
- Represents the department before professional and civic organizations concerning the various phases of the department's programs.
- Develops directives to departmental officials, either internal or external; coordinates both intra-departmental and inter-departmental operations.
- Performs related duties as required.

Technical Skills

Extensive knowledge of:
the principles and practices of business and public administration as applied to the development and management of utility operations.
the materials, methods, and techniques utilized in the construction and maintenance of utility projects and programs.
the federal, state, and municipal policies, programs, laws, ordinances, and charter provisions.

Considerable knowledge of:
utility planning, design, and administration.
the principles and practices of modern administration and management including departmental personnel and budget administration.

Ability to:
plan, organize, direct, coordinate and interpret extensive utility activities and programs.
do extensive responsible research, analysis, and report writing.
establish and maintain satisfactory relationships with other municipal officials, employees, contractors, consulting firms, and the general public.
express ideas clearly and concisely, both orally and in writing.

Education and Experience

To be determined by the department head.

**Certificates/
Licenses/Special
Requirements**

- Will be required to pass a preemployment drug screen.
- Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision is exercised over professional, technical and administrative personnel.

**Supervision
Received**

Work is performed under the general supervision of the department Director

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

05/16

Revised

8/22 , 01/2024