



**Code: 9684**  
Service: Exempt  
Group: Non-Competitive  
Series: Exempt

## **CLASS TITLE: DEPUTY DIRECTOR**

### **CHARACTERISTICS OF THE CLASS**

Under direction, directs and manages the activities of a bureau, division, or a comprehensive area of operations in a city department; and performs related duties as required

### **ESSENTIAL DUTIES**

- Plans and establishes goals and objectives in compliance with department goals and mission statement
- Establishes operational policies and procedures
- Develops work standards and oversees the implementation of new or modified processes
- Prioritizes workload to ensure assignments are handled expeditiously
- Oversees the work of unit managers responsible for supervising and evaluating the work of subordinate staff; conducts performance evaluations
- Reviews and approves reports ensuring quality and completeness
- Evaluates division operations and oversees the development and modification of policies and procedures to improve areas of deficiencies
- Analyzes and troubleshoots problematic issues relative to division activities and recommends alternative solutions
- Interprets department policies and procedures to staff
- Directs and coordinates special projects and studies
- Directs staff training and development activities
- Directs the coordination and preparation of the bureau/division annual budget
- Supervises the preparation of operational and administrative reports summarizing bureau/division activities
- Serves as liaison with operating departments, governmental agencies, and private consultants participating in collaborative projects
- Oversees the conduct of research to gather information on proposed initiatives and special projects
- Stays abreast of relevant laws and regulations

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- This is an appointed position, exempt from the Shakman decree
- Successful candidates to possess the following:
- Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration, or a directly related field, PLUS at least five (5) years of managerial or project management experience, or an equivalent combination of training, education, and experience

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

Positions assigned to executive leadership roles are expected to possess the following knowledge, skills, abilities, and attributes.

- Strong vision for the department that embodies the following core values, transparency, diversity, inclusion, equity, accountability, and transformation
- Ability to see the enterprise as a whole; recognizing how the various functions of the organization depend on one another, and how changes in any one part affect all the others; visualizing the relationship of the individual divisions and issues to the department, City and sister agencies, the community, and the political, and social ecosystem as a whole
- Professional and personal history reflecting the highest standards of integrity
- Ability to work well with all levels of staff and management
- Ability to establish and maintain effective working relationships with others
- Demonstrated commitment to holding supervisory personal accountable for the timely and effective execution of organizational policy by individuals under their command
- Working knowledge of human resources laws policies, methods, and procedures
- Commitment to and demonstrated experience expanding and maintaining a diverse and inclusive workforce that reflects the population it serves
- Outstanding skills in communicating and interacting with the media, community organizations, elected officials, and the general public
- Experience dealing with labor-management issues and the ability to work effectively with employee unions
- Strong administrative and managerial track record, including overseeing a sizeable staff and multi-million dollar organization in organizational planning and development, strategic and operational planning, budget management, process improvement, data-driven decision-making, and crisis management

---

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

---

City of Chicago  
Department of Human Resources  
November, 2021