

# Classification Description

**Title:** Deputy Chief Operating Officer

**Job Code:** 1481

**Pay Range:** BB

**FLSA Status:** Exempt – Executive/Supervisory

**Employee Group:** Non-Represented

**Established:** 10/08

**Revised:** 4/14

**EEO Category:** Officials and Administrators

## CLASSIFICATION DESCRIPTION

The Deputy Chief Operating Officer has executive level authority for Metro-wide planning, organization and operations. The position supervises overall operations of Metro's departmental operating units. In addition the position leads agency-wide organization change and development projects.

## DISTINGUISHING FEATURES

The Deputy Chief Operating Officer is a single-incumbent classification at the highest level in the classified service and reports directly to the Chief Operating Officer.

## DUTIES AND RESPONSIBILITIES

1. Acts as the Chief Operating Officer (COO) in the COO's absence.
2. Plans, organizes and directs services and/or functions of Metro. Establishes, implements and monitors policies and procedures for efficient agency operations.
3. Prepares documents, interprets agency and department rules and directives, may review contracts and resolve contract disputes. Ensures compliance with Metro code and relevant laws.
4. Responds to various agency-operational problems and determines appropriate action or resolutions.
5. Directs and coordinates department directors in the preparation of the agency budget; assures that expenditures are monitored and appropriate adjustments are made to ensure that expenditures are in legal compliance and within limits authorized through the budget.
6. Provides agency-wide full supervision over executive, supervisory, professional and technical positions with executive responsibility for hiring, promoting, transferring, assigning tasks, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.
7. Assists in Metro's short- and long-range planning; manages special projects or studies to meet Metro's overall direction and objectives.
8. Consults with elected officials and senior management on issues; collaborates with COO and department directors in establishing strategic direction, and guides processes for Metro-wide critical functions/programs. Evaluates Metro's internal systems to ensure maximum efficiency and effectiveness: develops and establishes policies and code revisions.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.

2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Work Experience:**

- Ten years of executive experience, and
- A Bachelor's degree in Business Administration, Public Administration, or similar degree, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

#### **Knowledge, Skills and Abilities:**

- Knowledge of principles and practices, and the legal requirements, regulations, and laws applicable to Metro.
- Knowledge of fiscal management including budget preparation and expenditure control.
- Knowledge of management theory and the principles and practices of supervision.
- Knowledge of major business and specialized computer software programs.
- Knowledge of interpersonal skills, customer service, and teamwork.
- Knowledge in advanced math and programming.
- Skill in training and supervision.
- Skill in presentations and teaching.
- Skill in reading, writing, understanding and speaking English.
- Skill in strong leadership with the ability to build consensus among diverse groups.
- Ability to plan, organize and oversee assigned departments and projects.

- Ability to analyze and evaluate operations and develop and implement corrective action.
- Ability to communicate successfully with elected officials, the media, the public, and various interest groups regarding sensitive and/or complex issues.
- Ability to exercise discretion, decision making, negotiation and mentoring on a continuous basis.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

### **SUPERVISION RECEIVED**

- This position receives supervision from the Chief Operating Officer

### **SUPERVISION EXERCISED**

- This position oversees the Services departments at Metro

### **RELATIONSHIPS/CONTACTS**

- Inside the organization, provides direction, initiates training, resolves problems, exchanges information, advises, and provides recommendations. Outside the organization, promotes the agency, performs public speaking, conducts interviews, troubleshoots and resolves problems.

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

- Standard office equipment is used

### **WORK ENVIRONMENT**

- Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Employees in this series may encounter the hazardous chemicals, equipment and situations normally found in such an environment. Travel, extensive overtime and evening meetings may be required.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific*

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*position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*