

CITY OF NEW HAVEN
DEPARTMENT OF HUMAN RESOURCES
200 ORANGE STREET, NEW HAVEN, CT 06510
www.cityofnewhaven.com

POSTED: MAY 22, 2017
REMOVAL DATE: JUNE 5, 2017

POSITION: MANAGER – OPERATIONS
PROCESS IMPROVEMENT (M-5463) (TESTED)
DEPARTMENT: TRANSPORTATION, TRAFFIC & PARKING
SALARY: (RANGE 9:) MINIMUM: \$53,954 ANNUALIZED
HOURS: 35 HOURS PER WEEK
FUNDING: GENERAL FUNDS

NATURE OF WORK:

This is a professional middle management position requiring administrative and technical skills to assist in the coordination of City departments that directly provide services to the residents of New Haven. This position reports to the Chief Administrative officer or designee and involves managing special projects, particularly improving operational work flow processes. Work includes assessing and implementing work management software systems, assisting departments adapt their work-flow to these systems, and implementation. Other responsibilities may include continued work-management role with these systems.

MINIMUM REQUIREMENTS:

Graduation from a four-year college or university, with major course work in public administration or information technology preferred. One to three years experience in working in an operations environment in a position that is involved in improving work flow and efficiency; one to three years experience implementing software systems, or any equivalent combination of training and experience which provides the following knowledge, abilities and skills as stated in the job description, including but not limited to: Knowledge of the mechanics and principles used in the design and implementation of automated work flow and or job order scheduling systems; Demonstrated ability to plan and manage the implementation of a work order/work flow management systems across multiple disciplines and departments; Knowledge of the basic functions of the various departments which support and maintain municipal infrastructure such as: Public Works, Parks, Transportation Traffic and Parking, etc; Must possess ability to communicate effectively, orally and in writing, with the public, elected officials, employees, department heads and community agents.

This position is included in a collective bargaining agreement with Local 3144, American Federation of State, County and Municipal Employees. As a condition of continued employment, a person appointed to a Local 3144 bargaining unit position will be required to obtain union membership at the completion of 90 working days.

Employment is contingent upon the successful completion of: (1) a background check, (2) a physical examination, including drug screening, and (3) a 90-day probationary period.

Applications and job description may be picked up at the Department of Human Resources at 200 Orange St., 1ST Floor, Monday through Friday, 9 A.M. to 5 P.M. Applications and/or resumes must be received by the Department of Human Resources, **No Later Than 5 P.M. on REMOVAL DATE.**

Please note that our preferred method of communication with applicants is by email. In the application process, please provide us with a valid email address, and ensure that you monitor your email for correspondence from our department.

AN EQUAL OPPORTUNITY EMPLOYER M/F/D

Immigration Reform and Control Act of 1986 require the hiring of only American Citizens and aliens who are authorized to work in the United States. Please post this announcement in a conspicuous area on the Department Bulletin Board.