



COOK COUNTY, ILLINOIS

Director of Research, Operations & Innovation Opportunity in Chicago

Cook County's Office of the Chief Administrative Officer is seeking a Director of Research, Operations and Innovation to join our team.

Cook County offers great benefits and the chance to participate in a strong tradition of public service. Cook County is home to more than five million residents, roughly 45% of Illinois' population. Cook County Government provides a range of vital services and programs that enhance the quality of life for residents across the region. These services range from health care to urban planning. Cook County is committed to empowering its employees to bring our constituents the best that public service has to offer.

Under the direction of the Chief of the Bureau of Administration, the President or the President's designee, identifies opportunities for improvement among all departments throughout all agencies within Cook County and recommends the adoption or implementation of creative, data-driven, comprehensive solutions. Utilizes technological, operational and strategic means to improve County service delivery and increase workplace productivity and operations. Responsible for leading the development of policies, programs and other executive functions to design an integrated system of workers, machines, material, energy and information. Provides high-level communications concerning inefficient procedures and assists in the development of optimal and effective work methods, policies and procedures. Supervises the analysis and comprehensive research of a variety of administrative and operational issues, systems, processes, procedures, assets and opportunities. Formulates solutions and operational implementation alternatives to improve the overall effectiveness of the organization. Leads multi-functional, cross-departmental teams consisting of workers from all levels of the organization, internal/external stakeholders, and subject matter experts. Coordinates solutions across Bureaus/departments/agencies that leverage County programs, resources, talent and expertise. Provides oversight and direction in the development and implementation of best practices in government and fosters a culture of innovation, efficiency, and process improvement. Delivers recommendations and presents executive reports to stakeholders including but not limited to the President, Commissioners, Department Heads and Elected Officials. Leads cross-County executive performance review sessions to identify and resolve issues inhibiting higher productivity. Seek collaboration of the separately elected offices in order to consolidate services, determine policy, improve services and lower costs.

How do I apply?

Please submit a Cover letter and Resume to Shakmanexemptapplications@cookcountyil.gov. The position description can be found on the right side of this page under the Download option.

When are Resumes due?

Until Filled.

SNAPSHOT OF COOK COUNTY:

- Cook County employs over 22,000 employees who work in a variety of skilled jobs and trades.
- Health Care – Cook County established the nation’s first blood bank in 1937. Cook County Hospital was the first to have a dedicated unit for trauma services. Today our healthcare system treats more cancer patients than any other provider in the metropolitan area.
- Technology – Cook County’s Bureau of Technology provides technology support to Cook County offices and employees, with its wide area network providing service to more than 120 municipalities.
- Courts – Cook County oversees one of the nation’s largest unified criminal and civil justice system and administers the largest single jail site in the country.
- Highway – Cook County maintains almost 600 miles of roads and highways.
- Land – Cook County assesses the value of more than 1.5 million parcels of taxable land and collects and distributes tax funds as a service for local government taxing bodies.
- Safety – Cook County provides vital services to local government, from conducting elections in suburban areas to offering 911 services in unincorporated areas and municipalities.

Location:

Located in the Loop District of downtown Chicago, one of the most formidable business districts in the world, the area has an astounding number of cultural foundations, stunning parks such as Millennium Park and Maggie Daley Park, steps away from the Chicago Riverwalk, award-winning restaurants and plenty of shopping!

In addition, Chicago is serviced by multiple bus and train lines for public transportation from the suburbs to the city, taxis are plentiful, public parking garages for motorist, and bicycle share rentals and local bike lanes for bicyclist.

Benefits:

Cook County employees have access to a variety of benefits, including:

- Medical and Pharmacy Plans
- Dental Plans
- Vision Plan
- Flexible Spending Accounts – Health Care and Dependent Care
- Life Insurance – Group Term and Supplemental Life
- Commuter Benefits
- Pre-paid Legal Services
- Retirement Benefits

Post Offer testing:

All new employees will be required to submit to a satisfactory drug test and background check, based on reports obtained from law enforcement authorities. The reports are based on results from fingerprints taken from all new hires.

COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 7442
Job Title: Director of Research, Operations and Innovation
Salary Grade: 24
Bureau: Administration
Department: Office of the Chief Administrative Officer Dept.
Budget No. 1011
Position I.D. 0034746
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the Chief of the Bureau of Administration, the President or the President's designee, identifies opportunities for improvement among all departments throughout all agencies within Cook County and recommends the adoption or implementation of creative, data-driven, comprehensive solutions. Utilizes technological, operational and strategic means to improve County service delivery and increase workplace productivity and operations. Responsible for leading the development of policies, programs and other executive functions to design an integrated system of workers, machines, material, energy and information. Provides high-level communications concerning inefficient procedures and assists in the development of optimal and effective work methods, policies and procedures. Supervises the analysis and comprehensive research of a variety of administrative and operational issues, systems, processes, procedures, assets and opportunities. Formulates solutions and operational implementation alternatives to improve the overall effectiveness of the organization. Leads multi-functional, cross-departmental teams consisting of workers from all levels of the organization, internal/external stakeholders, and subject matter experts. Coordinates solutions across Bureaus/departments/agencies that leverage County programs, resources, talent and expertise. Provides oversight and direction in the development and implementation of best practices in government and fosters a culture of innovation, efficiency, and process improvement. Delivers recommendations and presents executive reports to stakeholders including but not limited to the President, Commissioners, Department Heads and Elected Officials. Leads cross-County executive performance review sessions to identify and resolve issues inhibiting higher productivity. Seek collaboration of the separately elected offices in order to consolidate services, determine policy, improve services and lower costs.

Key Responsibilities and Duties

Assists in the design of integrated systems of workers, machines, materials, energy and information programs for optimization and the overall effectiveness of the County's organization, including but not limited to providing design support and assistance in the development of policies, programs and other executive functions.

Provides high-level communications concerning inefficient procedures and recommendations for improvement.

Evaluates the efficiency and effectiveness of the operation of Cook County departments and agencies.

Identifies opportunities to increase productivity, improve workflow, decrease costs and maintain quality and consistency of services, operations and organizations.

Offers and recommends changes in systems and procedures, policy, equipment, space utilization, staffing and other matters by way of confidential reports and studies.

Supervises the analysis and comprehensive research of a variety of administrative and operational issues, systems, processes, procedures, assets and opportunities. Formulates solutions and operational implementation alternatives to improve the overall effectiveness of the organization.

Leads multi-functional, cross-departmental teams consisting of workers from all levels of the organization, internal/external stakeholders, and subject matter experts as time allows. Coordinates solutions across Bureaus/departments/agencies that leverage County programs, resources, talent and expertise.

Provides oversight and direction in the development and implementation of best practices in government and fosters a culture of innovation, efficiency, and process improvement.

Develops the framework for Satellite continuous process improvement training programs. Develops relationships and coordination with outside agencies such as the Health and Hospitals System, Forest Preserve, Cook County Housing Authority, etc.

Coordinates with the Chief Data Officer and departments to improve the collection, tracking, and display of KPI's and other metrics.

Build and foster relationships with County departments and elected offices to stress the importance of continuous process improvement.

Develop, implement and lead cross-County executive performance review sessions to identify and resolve issues inhibiting higher productivity and drives larger performance initiatives; serve as a thought partner in identifying and analyzing operational improvement opportunities.

Conducts STAR performance meetings with all departments and separately elected officials aligned with the Policy Roadmap.

Delivers recommendations and presents executive reports to stakeholders including board president, commissioners and department heads.

Knowledge, Skills and Abilities

Knowledge of engineering techniques and the ability to apply these techniques to a wide variety of office and service activities.

Ability to understand internal controls concepts/procedures, including but not limited to the County's internal control structure including control environment and accounting systems.

Ability to understand the structure, responsibilities and interaction of the various agencies of the County.

Skilled in mathematical and data analysis with ability to communicate technical issues, both verbally and in writing, in a concise manner.

Ability to demonstrate tact and diplomacy when dealing with County issues in a wide range of diverse situations.

Good interpersonal relation skills. Must be able to demonstrate tact and diplomacy dealing with employee issues in a wide range of diverse situations.

Ability to develop policies and appropriate recommendations.

Ability to develop, coordinate and implement programmatic changes.

Ability to institute problem solving techniques in diverse situations.

Ability to manage multiple projects effectively.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree, **PLUS** a minimum of seven (7) years of experience in government or public sector administration.

Preferred Qualifications

Bachelor's degree in Industrial Engineering or Business Administration.

Master's Degree in Industrial Engineering or Business Administration.

Three (3) years related work experience in government or public sector in a managerial or supervisory capacity.

Physical Requirements

Sedentary Work

Sedentary Work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.