

**Job Location:** 505 Deaderick Street, Nashville, TN 37243

**Director of Operations**

The Tennessee Department of Human Services (TDHS) mission is to build strong families by connecting Tennesseans to employment, education, and support services. Our vision is to revolutionize the customer experience through innovation and a seamless network of services.

In support of our mission, TDHS is accepting resumes for the position of **Director of Operations**. The responsibilities of this position will be to coordinate between Program(s), Budget, Data Analytics, Fiscal, Human Resources, Information Technology, Procurement, and other areas in the Department as needed to improve communication and execution of the Department’s mission. The Director of Operations will primarily coordinate between the Directors of Operations (DOO’s) in Program areas, the Budget Director, the Human Resources Director, and the Chief Financial Officer (CFO). This position will be utilized in problem solving and project management capacities. The position will be charged with understanding strategic concepts and goals and working with all functional groups in the Department on a detailed level to meet Departmental and Programmatic initiatives.

The Director of Operations reports to the Deputy Commissioner/Chief Operating Officer and is classified as Executive Service.

**Position Responsibilities:**

* Coordinate between Program(s), Budget, Data Analytics, Fiscal, Human Resources, Information Technology, and Procurement for all critical Department functions
* Evaluate, document, revise, and improve business processes to maximize efficiency, effectiveness, and compliance with state and federal partners
* Understand and effectively communicate complex financial topics to Program staff
* Translate Programmatic needs into financial language
* Revise and/or formulate procedures and promote their implementation
* Train key personnel on relevant Budget, Fiscal, Human Resources, Information Technology, Procurement, and Programmatic concepts

**Preferred competencies:**

* Critical thinking
* Creative problem solving
* Emotional intelligence
* Leadership
* Communication
* Conflict management
* Customer focus

**Position Requirements:**

* Bachelor’s degree required
* Minimum of five (5) years of relevant experience required
* Minimum of two (2) years of supervisory experience required
* Demonstrated ability to develop partnerships within the organization required
* Experience working with financial information required
* Master’s degree in Business, Economics, Finance, Management, or Public Administration preferred
* Leadership experience in strategic planning preferred
* Project management experience preferred

**Information regarding State of Tennessee benefits:** <https://www.tn.gov/hr/employees1/benefits.html>

**How to Apply:**

* Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by June 21, 2019. All email submissions must include in the subject line: Director of Operations.
* **Target Salary:** $69,600 - $125,220.Salary offer will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.) This position is not currently designated as work from home.

*Pursuant to the state of Tennessee’s policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.*