

## **Chief Operations Officer - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

Understands the role and function of all organization products, services, delivery methodology, and service delivery requirements

Is completely conversant with all policies and procedures relating to services and service delivery, including the ability to interpret how such policies and procedures are applied in a variety of situations

Knows established practices and benchmarks for achieving service excellence and helps subordinates successfully implement methods and practices

Understands and can apply work-measurement techniques to ensure service process is efficient and effective

### QUALITY OF WORK:

Devises and operates a management information system that is capable of measuring work quality, defects, and conformance to requirements

Sets and monitors performance standards in each department, branch office, or individual task and function, to ensure maximum utilization of resources; human, physical, and financial

Develops new initiatives in operational processes and procedures designed to improve efficiency and effectiveness

Completes all assignments in a timely manner, consistent with quality and professionalism

### QUANTITY OF WORK:

Ensures staffing configuration is adequate to handle volume of traffic and transactions at all times through means of effective scheduling

Organizes daily, weekly, monthly and quarterly activities in such a manner allowing for the completion of regular responsibilities as well as special projects relating to operational issues and challenges

Differentiates between busy work and productive work ensuring that priorities are correctly selected and accomplished in a timely manner

### LEADERSHIP:

Designs problem-solving conferences and group meetings in such a manner that all Divisions managers become skilled at chairing meetings, providing leadership, and resolving conflict

Builds coalitions around ideas by clearly thinking through both the politics and the process of change, then challenging others to become possibility thinkers

Builds a "team concept" within each work group and the Division as a whole

Effectively deals with dissidents and underperformers, in a timely manner