



# King County

Invites Applications for the Position of:

## Director, Department of Local Services

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*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 07/02/18 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 08/02/18 11:59 PM (GMT -8:00)

**SALARY:** \$73.95 - \$93.74 Hourly \$153,816.00 - \$194,979.20 Annually

**LOCATION:** King Street Center - 201 S Jackson St, Seattle

**JOB TYPE:** Appointed

**DIVISION:** Executive's Office

**JOB NUMBER:** 2018SDW08291

### **SUMMARY:**

As the only county in the United States named after Martin Luther King Jr., one of the most influential civil rights leaders in our nation's history, King County is a vibrant community with residents that represent countries from around the world. It is a region with increasing diversity that cherishes the artistic and social traditions of many cultures. Together, we are changing the way government delivers service and winning national recognition as a model of excellence.

We continue to build on an enduring legacy of shared values of equity and social justice, employee engagement, innovative thinking, and continuous improvement. With this commitment, King County has adopted a pro-equity agenda aimed at advancing regional change and is developing the systems and standards necessary to achieve better outcomes for all of our residents, regardless of their race or income. All of these qualities make King County one of the nation's best places to live, work, and play for all residents.

King County is committed to ensuring the 250,000 residents of unincorporated King County receive high quality services in the areas of roads, public safety, access to county services,

clean water, and access to opportunity to meet their local needs. The Department of Local Services will bring a level of performance and accountability to the delivery of services to these residents and communities.

We invite candidates for the position of **Director**. The Director will be a vital member of the Executive's Cabinet and will be responsible for shaping and executing the Executive's vision of performance, accountability, and unified service to unincorporated areas of King County. Our County Executive set a goal to be the Best-Run Government and is using Lean to transform how we operate to improve employee engagement, create more capacity, and deliver greater value to the communities we serve. We are seeking a high-energy change leader who is motivated by difficult challenges, leads with strength and humility, engenders trust and values service to others. This is a rare opportunity to play a key leadership role in transforming the way government operates.

In close coordination with the Office of the Executive and department directors, the successful candidate will help transform services to unincorporated King County through **employee engagement, community collaboration, support for local planning and community initiatives and empowerment to solve problems and improve processes**.

The successful candidate will be an experienced customer-focused leader, have a thorough understanding of government service delivery, be able to effectively build collaborative relationships and partnerships with community and County stakeholders, and have a proven track record of running a highly responsive organization.

This is an appointed position subject to confirmation by the King County Council and is not represented by a labor organization.

**WHO MAY APPLY:** This position is open to all qualified applicants with at least 5 years of managerial experience

**WORK SCHEDULE:** This position is exempt under the provisions of the Fair Labor Standards Act, and is not overtime eligible. The typical workweek is 40 hours, Monday–Friday, 8 a.m. to 5 p.m. Extended and weekend work hours may be required.

**FORMS AND MATERIALS REQUIRED:** Applicants should submit a resume and letter of interest demonstrating the alignment of professional experience and skill with the position requirements to: Seth Daniel Watson, HR Manager at [seth.watson@kingcounty.gov](mailto:seth.watson@kingcounty.gov).

**CONTACT:** If you have additional questions regarding this recruitment, please contact Seth Watson at [seth.watson@kingcounty.gov](mailto:seth.watson@kingcounty.gov) or (206) 477-5330.

**JOB DUTIES:**

- Lead a community focused collaborative department in the delivery of streamlined and responsive services to unincorporated areas and communities of King County.
- Build and maintain open and responsive relationships with unincorporated King County communities through a comprehensive community and customer-focused effort.
- Coordinate and collaborate service delivery to unincorporated King County communities with partnering agencies, including state, county, and local organizations.
- Lead the branding of local services including the development and implementation of an external communication protocol, including the delivery of model local services.

- Coordinate with councilmembers of the rural area
- Negotiate with other department directors for contract services
- Facilitate the resolution of issues impacting residents of unincorporated King County, via community participation and responding to meet the needs of the community.
- Proactively identify potential issues and initiate discussions with and among affected stakeholders to develop and implement action plans.
- Improve the delivery of local services through the solicitation of feedback from communities and customers about quality, cost, and timeliness of local service delivery.
- Ensure that unincorporated King County community and resident voices inform programming decisions made in conjunction with community input and interests.
- Lead the coordination of data collection, monitoring, and reporting on service delivery commitments made to residents and communities of unincorporated King County.
- Lead business planning for future service delivery to unincorporated King County.

#### **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- Management-level experience in a large organization, with experience in change management, organizational and service delivery transformation, and partnership
- Strong vision, strategic outlook and planning abilities
- Superior leadership qualities
- Demonstrated commitment to equity and social justice, effectively incorporating an equity lens in service needs and delivery
- Experience as a Lean leader in applying Lean methodology, systems and principles in achieving operational goals and objectives.
- Exhibits analytical thinking with the ability to drill to the root cause and arrive at effective solutions
- Engenders trust and respect in all working relationships
- Insists on highest standards from self and others and drives accountability for results
- Well-developed interpersonal and political skills
- Ability to build effective teams and lead diverse groups to consensus
- Ability to navigate complex political environments while holding true to core vision and spirit of Lean transformation
- Skilled at process management – able to organize people and activities to accomplish strategic work plans
- Performance measurement/management experience
- Excellent written and oral presentation skills in a variety of formal and informal settings, both inside and outside the organization
- Ability to manage multiple priorities simultaneously

#### **SUPPLEMENTAL INFORMATION:**

King County is proud to be an Equal Employment Opportunity /Affirmative Action employer and we encourage people of color, women, veterans and people with disabilities to apply.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**