



Metropolitan King County Council Position Description

Position: Operations Manager	FLSA: salaried, overtime exempt
Department: Legislative Branch	Salary Grade: 128
Council Approved: July 9, 2024	

Summary

The Operations Manager reports to the agency or work group director and oversees all aspects of office administration and operations. Key responsibilities include establishing and maintaining office, program, and project budgets; managing projects and workflow; strategic planning and implementation; conducting program and project analyses; producing reports and other communications; HR activities, including recruiting and onboarding; and promoting effective teamwork and morale. The Operations Manager is a salaried, at-will, overtime exempt classification.

Distinguishing Career Features

The Operations Manager is a mid-level manager position that works with limited supervision to manage people and projects, ensure efficient and effective day-to-day operations, and advance the strategic goals of the organization.

Essential Duties and Responsibilities

Office Administration

- Develop the organization's annual budget with input, considering proposed program and project needs and economic environment; provide budget projections, monitor/track expenses, and manage accounting transactions.
- Oversee procurement efforts and ensure compliance with County regulations and best practices; continuously review and monitor consultant and other contracts.
- With the support of the legislative branch HR department, lead the recruitment, hiring, onboarding, and training of staff.
- Serve as the primary records custodian for the office and ensure compliance with all local, state, and federal records laws; coordinate with appropriate King County entities (e.g., Clerk of Council, Prosecuting Attorney, King County Sheriff) to promptly respond to public records requests.
- Supervise administrative and project staff, including assigning workload, providing training, and monitoring and evaluating performance.

Planning and Project Management

- Participate in strategic planning efforts to help meet the organization's mission and goals, identifying actionable tasks and activities for implementation.

- Serve as a liaison between organizational work groups and project teams, track project progress, and facilitate information-sharing across the organization.
- Evaluate program, project, and personnel effectiveness and recommend process improvements; ensure that the organization is compliant with internal and external policies, regulations, and best practices.
- Develop, implement, and evaluate work plans, policies, procedures, processes, systems, and databases.

Information Management

- Oversee the production and publication of annual reports or other public information, ensuring timeliness, accuracy, and accessibility.
- Maintain, coordinate, and ensure access to internal and external databases, including auditing data and workflow to ensure data quality and integrity.
- Coordinate public communication and correspondence, including information that may be sensitive, controversial, and/or confidential.

Other Duties

- Performs other duties as assigned that support the overall office mission and objectives of the organization.

Knowledge, Skills, and Abilities

- Thorough knowledge of office management practices, including information flow, financial management, records management, contracting, and communication.
- Knowledge of the rules, regulations, protocols, and procedures associated with budget administration, contracting, and records management.
- Familiarity with King County codes, regulations, administrative and legal procedures, and the operation and jurisdiction of the organization.
- Excellent written and verbal communication skills, including strategic messaging.
- Excellent organization and project management skills.
- Commitment to equity and social justice, and knowledge of and sensitivity to the needs and concerns of individuals from diverse cultures, backgrounds, and orientations.
- Ability to apply critical thinking and analysis to issues associated with organizing work and teams, and to monitor performance objectives and work plans to conduct reviews in a wide variety of financial, operational, and programmatic situations.
- Ability to identify policies, training, systems, and issues in the interest of helping lead a more productive and harmonious agency.
- Ability to draft internal policies and procedures.
- Ability to maintain productive and cooperative relationships with those encountered on work-related matters, including external partners, elected officials, the media, employees, representatives of other governmental agencies, and the public.

Education and Experience

The position requires education and/or a minimum of five years of experience in all or most of the following areas: project management, agency administration, office management, strategic planning, recruiting, and database management.

Licenses and Certificates

Some positions may require a valid driver's license or the ability to travel throughout King County or surrounding areas in a timely manner. In addition, some positions may be required to complete a Level One criminal background check, including fingerprinting, before employment. May be required to travel.

Working Conditions

- Office environment with some travel within King County.
- Occasional work in the field.
- Generally flexible re: schedule, telework.