

Metropolitan King County Council

Position Descriptions



Position: Clerk/Manager to Hearing Examiner	FLSA: salaries, overtime exempt
Department/Site: Council/Hearing Examiner	Salary Grade: 122
Council Approved: March 11, 2013	

Summary

Provides senior level administrative support to the King County hearing examiner by managing most aspects of administrative operation of the office under general guidance of the agency manager. Organizes office information flow and support to office operations. Oversees and participates in production of reports and special studies that require copy editing and integration of text, graphics, and presentation materials. Provides direct supervision of clerical/administrative staff. The Clerk/Manager is a salaried, at-will, overtime exempt classification. This position reports to the agency manager. In addition, this position acts as a liaison between the hearing examiner and other County departments and the public in matters that pertain to examiner proceedings.

Distinguishing Career Features

The Clerk/Manager Hearing Examiner is a senior level of administrative support in a variety of administrative, business, and legislative functions. The Clerk/Manager Hearing Examiner may be assigned to functions that include some or all of the stated responsibilities and serves as a technical resource to others on administrative systems, databases, and processes. The Clerk/Manager Hearing Examiner requires the knowledge, skills and abilities stated for this position.

Advancement to this position requires the ability to organize work, information flow, prepare financial reports, and perform difficult and diverse duties in support of the office and its dealings with other work teams and organizations.

The Clerk/Manager Hearing Examiner assists with the coordination of personnel matters, work program administration, budget management and contract management and contributing to problem solving or decision making on related management matters.

Essential Duties and Responsibilities

Case Management and Customer Service

- Manages the scheduling of public hearings on a variety of land use applications or alleged violations of municipal codes. Ensures that hearings are scheduled and notices sent according to time requirements.
- Ensures cases are allocated among examiners and monitors assignment status.
- Periodically evaluates hearing procedures, including scheduling and decision-making processes. Consults with and seeks advice from other County agencies. Designs and implements processes that make for efficient scheduling and handling of documents, and enhanced resources to enable faster hearings.
- Provides backup and assists other secretarial and office support staff for all case-related duties. Performs Legislative Secretary II tasks as necessary. Provides specialized secretarial and clerical support to staff members in drafting narrative and statistical

reports, memoranda, correspondence, charts and graphs, presentation materials, manuals, budget documents and other materials.

- Maintains documentation of case processing procedures.
- Acts as a resource to staff and the public for information about programs and services provided by the organizational unit, its policies and procedures, and the status of cases and documents; referring difficult or sensitive matters to the examiner.
- Serves as the primary custodian of records and public disclosure requests for the department.
- Oversees and updates the agency's communications materials, brochures, forms, and website information.

Financial and Contracting

- Researches and prepares annual budget proposals. Projects staffing and material needs and costs. Presents budget requests. Assists with administration of approved budgets.
- Assists examiner in accounting operations for the Council that include contract administration, accounts payable and receivable, funds transfers, and preparation of financial summaries.

Technology, Research, Project Management and Report Preparation

- Develops and administers software databases that aid data storage and retrieval to support hearing activity and decisions.
- Assists the examiner with preparation of the semi-annual reports to the Council, to include drafting language, developing metrics, assembling data and checking its accuracy, executing precise calculations for caseload figures, and conversion of data to charts, tables, and graphs.
- Researches and assembles information from a variety of sources for the preparation of records, reports and special projects. Conducts special studies as requested by the agency director and recommends organizational, procedural or other changes.
- Provides assistance to certain aspects of projects such as, but not limited to, data research and compilation, needs assessments, conversion of data to charts, tables, and graphs, report production and manipulates data management systems to produce customized reports.
- Serves as software trainer, identifies training needs, and schedules and conducts in-house training
- Consults statutes, ordinances and other sources involving subjects and terminology relevant to hearings, pre-hearing conferences, and written materials generated by this office.
- Tracks status of research, projects, and other office activities. Consults with the examiner as an editor and process facilitator in the development and production of reports and other documents. Maintains project files and keeps track of project milestones. Coordinates and performs the administrative aspects of projects, integrating them with ongoing work routines.

Facilities Management, Human Resources and Administration

- Directly supervise legislative secretary and other administrative support staff.
- Establishes performance standards and conducts periodic performance appraisals.
- Serves as liaison to facilities maintenance, property management, and related services for repair, remodel, and space requirements. Arranges and coordinates services such as maintenance, scheduling of conference and meeting rooms and official proceedings. Plans space requirements to accommodate staff needs.
- Assists with development and implementation of recruitment and selection processes,

including drafting of job descriptions and advertisements.

- Leads office management planning and monitoring efforts including issues resolution, prioritization of workload, and implementation of strategic plan.
- Organizes, balances, prioritizes, and performs administrative support duties, anticipating business and legislative calendars. Establishes and works within time lines for projects, activities, and required reports.

Qualifications

Knowledge and Skills

- Performs technical and complex executive administrative support involving the use of independent judgment. Requires an in depth knowledge of the rules, regulations, protocols, and procedures governing administrative appeals and legislative public meetings, hearings, and the legislative process.
- Requires sufficient human relations skill to work productively and cooperatively with diverse teams, exercise patience when dealing with internal and external customers, and clearly convey technical concepts and procedural guidelines.
- Requires knowledge of the principles, practices, methods and techniques of financial and statistical analysis.
- Requires sufficient math skills to prepare budgets, account for expenditures, and develop and interpret statistical and operating information.
- Requires advanced knowledge of the rules, regulations, protocols, and procedures associated with budget administration, contracting, and records management.
- Requires advanced software database development and management skills, and intermediate knowledge of computer programming language.
- Requires well-developed knowledge of the principles, practices and methods of organizational, operational, administrative, performance and procedural research and analysis
- Requires basic knowledge of the principles, tools and techniques of project planning and project management.
- Requires well-developed knowledge of modern English to prepare professional reports suitable for public communication.

Abilities

- Requires the ability to develop and maintain positive work relationships with peers, other committees, county organization units, communities, and agencies.
- Requires the ability to work as a contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the Council and its services.
- Requires the ability to remain objective with decisions and to properly handle private and confidential communications.
- Requires the ability to setup and sequence steps in conducting research and analysis.
- Requires the ability to learn, understand, interpret, and apply applicable laws, codes, and policies.
- Requires the ability to present facts and recommendations in a clear, concise, interesting, and logical manner, both orally and in writing.
- Requires the ability to develop and apply sophisticated statistical, spreadsheet, and database applications to conduct analyses.

- Requires the ability to prepare clear and concise reports, correspondence and other documents appropriate to the audience including the ability to layout and present text and graphics in clear and logical formats.
- Requires the ability to handle multiple competing priorities to plan, organize and prioritize work in order to meet schedules and timelines. Requires attention to detail.
- Requires the ability to independently perform all of the duties of the position.

Education and Experience

The position typically requires a liberal arts degree, associates degree or equivalent business school certificate and three years of progressive experience in administrative support. Additional experience in a legislative environment may substitute for some higher education.

Working Conditions

Work is performed indoors where some safety considerations exist from emotional, argumentative, or hostile customers. Requires travel throughout King County in a timely manner.