

Metropolitan King County Council

Classification Specification



Position: Ombuds Deputy Director	FLSA: Salaried, overtime exempt
Department: Ombuds/Tax Advisor	Salary Grade: 132
Council Approved: November 21, 2005	Revised: July 20, 2023

Classification Summary

The Ombuds Deputy Director manages portfolios of ombuds work; supports the County Ombuds in office administration; and supervises the conduct of objective and independent investigations, and other activities in accordance with the King County Charter Section 270, King County Code 2.52, King County Employee Ethics Code KCC 3.04, and Whistleblower Protection Code in KCC 3.42.

Distinguishing Features of the Position

The Ombuds Deputy Director simultaneously directs multiple portfolios of ombuds work and participates in administration of the Office of Ombuds/Tax Advisor. The Ombuds Deputy Director manages staff in the Deputy Ombuds series, Tax Advisor program, and administrative team in conducting complex and sensitive work, manages staff performance, and maximizes project impact as assigned by the County Ombuds. The Ombuds Deputy Director builds and maintains strategic networks, alliances, and engagement with key partners inside and outside the County. The Ombuds Deputy Director must be able to independently balance, and deliver on, high profile competing priorities and very high workload. This is a salaried, at-will, overtime-exempt position that reports to the County Ombuds.

Career Progression

The Ombuds Deputy Director is the highest-level classification in the Office of Ombuds/Tax Advisor aside from the County Ombuds.

Essential Duties and Responsibilities

Strategic Leadership

- Work with County Ombuds in identifying systemic gaps/challenges in King County services and/or King County Code related to the Office of the Ombuds/Tax Advisor, and stakeholders to draft legislation.
- Provide office leadership in strategic planning, development, and execution.
- Direct Office of the Ombuds/Tax Advisor communication strategies to maximize positive impacts and positive working relationships external to the office.
- Support office labor relations efforts and ensure compliance with the labor contract in conjunction with the County Ombuds.
- Strategically share technical expertise for the growth of the government ombuds profession. This may include providing regional or national trainings, acting as a mentor, and/or participating in or leading professional associations.
- Help develop and ensure compliance with the office's system of quality control.

Executive Administration

- Oversee one or more complex ombuds portfolios such as the Transit Ombuds, Tax Advisor, and/or Rural Ombuds programs. Directly supervise the work within assigned portfolios or other portfolios as assigned.
- Ensure that ombuds activities are conducted independently, objectively, and in compliance with office policies and applicable standards. This may include conducting or overseeing consultant work on some projects to ensure independent, objective case handling.
- Direct the conduct of, or in some cases, conduct sensitive and/or very complex projects. This includes multi-faceted preliminary case research, scope of inquiry, equity analyses, investigative plans, collection and review evidence, analytics, legal and evidentiary standard application, research and evaluation of issues, policies, laws, and procedures.
- Establish personnel performance standards in conjunction with County Ombuds. Supervise project personnel to achieve the standards.
- Coordinate legal review and other consultations related to assigned projects.
- Provide input on officewide products and participate in officewide initiatives, activities, or other assignments.
- Support development and monitoring of the office budget in conjunction with the County Ombuds. As assigned, provide training, support, and supervision for administrative staff working on the budget.
- Approve staff schedule and leave requests as assigned.
- Step in for the Director of the Office in their absence or as assigned.
- Perform other duties as assigned that support the overall direction and operation of the team.

Professional Development

- Cultivate a positive workplace culture where every employee experiences trust and respect, is treated with dignity, and feels engaged and confident to perform well.
- Help create a work environment that communicates, reinforces, and encourages independence, objectivity, ethics, professional skepticism, and sound professional judgment.
- Orient, coach, and train staff. This may include office standards, policies, techniques, analytics, writing, equity, quality assurance, and communications.

Qualifications

Required Knowledge and Skill

- Extensive professional knowledge of the principles and practices of ombuds work.
- Must have extensive professional knowledge of the topic area of assigned portfolio(s).
- Extensive professional knowledge of local government operations and services provided.
- Extensive professional knowledge of principles and practices associated with supervision, leadership, team building, and performance management.
- Well-developed quantitative and qualitative skills to oversee complex investigations and analyses.
- Well-developed understanding of equity in qualitative and quantitative analysis to oversee complex analyses of potential disparities and human experiences.
- Advanced understanding of the concepts of institutional and structural racism and bias

and their impact on underserved and underrepresented communities, especially related to King County government.

- Exceptional organization, time management, project management, and communication skills.
- Possess a demonstrated high level of emotional intelligence.
- Advanced skills in interpersonal relations to adapt to diverse personalities and working styles, work cooperatively within work teams, facilitate small and large group discussions, and prepare and deliver formal presentations.
- Advanced working knowledge of software including but not limited to word processing, databases, spreadsheets, presentations, and working knowledge of other applications used by the office.
- Advanced knowledge of English usage, grammar, and writing frameworks to edit written products.

Required Abilities

- Develop and monitor a complex budget.
- Work independently and manage workload with multiple and concurrent assignments and tight deadlines and coach others to do so.
- Ability to identify when staff workload becomes unsustainable and work with County Ombuds to address the issue.
- Interpret, apply, and coach others on King County Code; and local, regional, state, and federal mandates.
- Supervise a diverse team with different communication styles, and solicit, apply, and offer feedback to continuously improve work.
- Coach others in applying tools and techniques of investigation, logic, and reasoning to organize and sequence steps in conducting work.
- Understand, apply, and coach others in the principles of objectivity, independence, professional skepticism, and professional ethics, including appropriate applications of confidentiality.
- Coach others to present facts and information in a clear, concise, logical, and objective manner, both orally and in writing.
- Facilitate the application of co-created collective principles of interpersonal engagement when conflict or disagreements arise between internal staff.
- Coach others to close technical and essential trait/human skill development gaps.
- Coach teams to create and maintain transparent, agile, effective team member roles and responsibilities.
- Develop and execute sophisticated relationship and communications strategies with external parties and coach others to do so.
- Consistent attendance and punctuality.
- Conduct observations and analysis in the field, at remote sites, and with varying schedules.
- Travel throughout King County or surrounding areas in a timely manner.

Education and Experience

The position typically requires a master's degree from an accredited college or university in public administration, government, dispute resolution, or related discipline that will enable job performance and 10 or more years of diverse work experience performing professional-level management; labor, budget, analytical, evaluative, coaching, and planning work; and/or any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position.