

Metropolitan King County Council Position Descriptions	
Council unit:	Ombuds/Tax Advisor
Job description:	Senior Principal Deputy Ombuds (Supervising Ombuds)
Salary range:	82 (KC Squared Table)

Classification Summary

The Senior Principal Deputy Ombuds is distinct from the Ombuds classification series and may be a single incumbent or dual incumbent role depending on operational needs. Senior Principal Deputy Ombuds provide technical supervision to staff conducting 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. This classification supervises and provides investigative and dispute resolution services, giving access and opportunity to members of the public and County employees to raise concerns and voice complaints about administrative acts, and offering objective resolutions and remedies.

Distinguishing Features of the Position

The Senior Principal Deputy Ombuds supervises the work of ombuds staff as assigned by and under the guidance of the King County Ombuds Director. The Senior Principal Deputy Ombuds provides technical supervision to Deputy Ombuds, Senior Ombuds, and Principal Ombuds in conducting complex complaints and investigations as assigned. The Senior Principal Deputy Ombuds may also be assigned to concurrently investigate or make determinations for very complex and sensitive complaints. The Senior Principal Deputy Ombuds supports optimum staff performance and maximizes positive impact of the office; it is not a management role with authority to discipline employees or take other personnel actions reserved for management. The Senior Principal Deputy Ombuds is expected to lead officewide work efforts and must be able to balance and deliver high-profile, competing priorities and a high workload. This is a salaried, represented, overtime-exempt position that reports to the Ombuds Director.

Essential Duties and Responsibilities

- Under the direction of the County Ombuds Director, ensure that the work of the Office of the Ombuds is aligned with office standards, policies, procedures, objectivity, independence, ethics, and professional judgement.
- As assigned, orient, train, and direct the conduct of work by less senior staff and/or administrative staff. This may include including allegation scoping, case planning, investigative fieldwork, evidentiary analysis, findings development and presentation, the development and implementation of recommendations, reports, and ensuring that work is completed within statutory timeframes.
- Contribute to cultivation of a positive workplace culture where every employee experiences trust and respect, is treated with dignity, and feels engaged and confident to perform well. Initiates collaboration, models effective teamwork, and amplifies the good work of others.
- May be assigned to participate in or lead portions of cross-departmental work groups, efforts to develop office knowledge bases and resources, policy or procedure development, lessons-learned processes, and engagement.

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- Help manage project communication strategies to maximize project impacts and promote positive external partnerships.
- Support the Ombuds Director in establishing personnel performance standards.
- May participate in formal mediations conducted by the County's Alternate Dispute Resolution office and advise the Ombuds Director on fair and transparent case settlements that promote the public interest.
- May conduct very complex or sensitive investigations or oversee complaint oversight portfolios; may be asked to provide complex or sensitive assistance and conflict management services.
- 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.
- Apply Legislative Branch Code of Conduct principles, building and maintaining effective professional internal and external relationships. Apply an anti-racist mindset relating to individual and interpersonal racism in the workplace. Identify and address implicit bias. Support and contribute to positive office culture.
- Lead development of officewide products and process improvement efforts and participate in officewide initiatives, activities, or other assignments.
- Under the supervision of the Ombuds Director, support individuals or team in resolving work product or interpersonal concerns and to develop, maintain, and troubleshoot an anti-racist, positive office culture.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Required Knowledge and Skill

- Expert knowledge of the principles, methods, and techniques used in the research and investigation of complaints. Knowledge of the principles and practices in one or more of the following areas: government ombuds, administration, management analysis, research, planning, social work, or the equivalent that can aid investigation and complaint resolution work.
- Expert knowledge of codes, regulations, administrative, and legal procedures as they apply to the operation and jurisdiction of the Office of Ombuds. Knowledge of principles and practices associated with supervision, leadership, team building, and performance management.
- Expert skills in quantitative, qualitative, and legal analysis; local government operations; equity considerations and application; privacy, public information, and records to oversee complex ombuds operations.
- 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.
- 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 knowledge of office applications, including word processing, databases, spreadsheets, presentations, and in specialized research tools.

- Advanced knowledge of English usage, grammar, and writing frameworks to write or edit investigations or complaint oversight reports.

Required Ability

- 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 investigation standards; 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 audit, oversight, logic, and reasoning to organize and sequence steps in conducting analysis.
- 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 principles of 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.
- Conduct observations and investigations 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 an advanced degree in law, public administration, or related discipline that will enable job performance, plus 10 or more years of experience performing professional-level management, investigative, analytical, legal, or dispute resolution services. Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position may be substituted.