**Class Summary**

The responsibilities of this classification include planning, managing, and developing county-wide approaches to organizational development, including resolving and preventing conflicts in the workforce. The incumbent is also responsible for managing the inter-agency dispute resolution service in which various jurisdictions and labor unions share mediation services, directing and supervising organizational development professionals, facilitators, mediators, and other specialists who may provide direct services, and overseeing the provision of the program, policy, and technical guidance.

**Distinguishing Characteristics**

This is a single-level classification. This classification is distinguished from other Organizational Development (OD) and Alternative Dispute Resolutions (ADR) classifications in that this classification is primarily responsible for the County’s Organizational Development Program, including assigned staff responsible for providing program services. The incumbent must independently judge issues without technical guidance or precedents.

**Examples of Duties**

1. Manage all aspects of the OD Program. Develop and evaluate program goals and objectives. Develop, recommend, and review guidelines or operational standards.
2. Assess the County’s OD intervention and training needs. Develop and implement models that support organizations through change to achieve greater effectiveness and resolve and prevent disputes and conflict.
3. Evaluate individual and organizational development needs. Design and oversee organizational development and alternative dispute resolution programs, methods, and disputes to which the county and other local jurisdictions are parties.
4. Serve as Countywide technical expert on OD, ADR, and County workplace dispute resolution matters.
5. Consult on controversial and politically sensitive interventions.
6. Oversee the promotion and marketing of OD program services within King County and ADR program services to other jurisdictions and professional associations to broaden the use of program services.
7. Provide leadership and direction to the OD and ADR program staff. Direct, organize, evaluate, mentor, discipline, hire, train, supervise assigned staff, and oversee volunteer mediators.
8. Work with department and division leadership to allocate resources, resolve complex or politically sensitive issues, and create assessments, interventions, and services for overall strategic program delivery.
9. Provide facilitation, mediation, and other direct services for labor management, department management, task and project groups, and other parties requesting mediation and problem-solving services.
10. Oversee OD team, assuring capacity and performance consistent with established policies and procedures.
11. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of principles, practices, developments, and trends in organizational development, change management, employee and leadership development, and mediation strategies, techniques, and theories

Knowledge of change management

Knowledge of negotiation principles and conflict resolution techniques

Knowledge of appropriate state and local mediation laws

Knowledge of strategic planning techniques and principles

Knowledge of project management techniques and principles

Knowledge of human resources techniques and principles

Negotiation skills

Facilitation skills

Written and oral communication skills

Presentation skills

Coaching and training development skills

Skill in building consensus among individuals with conflicting viewpoints

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Mediation certification

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 10/2002 – Created  02/2003 – Updated  12/2007 – Updated font and format  04/2025 – Updated title and content |