



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

Motion 16365

Proposed No. 2023-0190.1

Sponsors Upthegrove

1 A MOTION approving the job descriptions for positions
2 within the office of public complaints/tax advisor.

3 WHEREAS, Section 260 of the King County Charter requires the council to
4 establish an office to receive complaints from the public regarding the operation of
5 county government, and

6 WHEREAS, the council established the King County office of public
7 complaints/tax advisor in K.C.C. 2.52.020, and

8 WHEREAS, the employees in the office of public complaints/tax advisor voted
9 on August 23, 2022, in favor of representation and to collectively bargain with the county
10 as a bargaining unit represented by Teamsters Local 117, and

11 WHEREAS, the new bargaining unit within the office of public complaints/tax
12 advisor bargained in good faith with the county to adopt new job descriptions for the
13 employees in the bargaining to differentiate between higher-level and mid-level
14 investigative work which also creates career progression opportunities, and

15 WHEREAS, OR 2-030 of the council's organizational motion compilation
16 requires that the employment and administration committee to consider and recommend
17 all job descriptions within the legislative branch of King County to the council for
18 approval, and

19 WHEREAS, the King County council seeks to approve the new job descriptions
20 for the positions in the office of public complaints/tax advisor;

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21 NOW, THEREFORE, BE IT MOVED by the Council of King County:

22 The new job descriptions for the follow positions in the office of public

23 complaints/tax advisor are hereby approved:

24 A. Assistant tax advisor, Attachment A to this motion;

25 B. Deputy ombuds, Attachment B to this motion;

26 C. Senior deputy ombuds, Attachment C to this motion;

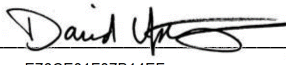
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- 27 D. Principal deputy ombuds, Attachment D to this motion; and
- 28 E. Senior principal deputy ombuds, Attachment E to this motion.

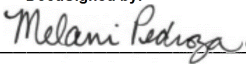
Motion 16365 was introduced on 5/9/2023 and passed by the Metropolitan King County Council on 5/23/2023, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:

E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:

8DE1BB375AD3422...
Melani Pedroza, Clerk of the Council

Attachments: A. Assistant Tax Advisor Position Description, B. Deputy Ombuds Position Description, C. Senior Deputy Ombuds Position Description, D. Principal Deputy Ombuds Position Descriptions, E. Senior Principal Deputy Ombuds Position Description

Metropolitan King County Council Position Descriptions	
Council unit:	Ombuds/Tax Advisor
Job description:	Assistant Tax Advisor
Salary range:	79 (KC Squared Table)

Classification Summary

The Assistant Tax Advisor is a single incumbent role that provides advice and assistance to King County taxpayers on property tax-related matters.

Distinguishing Features of the Position

Under the guidance of the King County Ombuds Director/Tax Advisor or designee, the Assistant Tax Advisor responds to constituent inquiries and concerns about the valuation of properties, state and local assessment appeal procedures, and King County real estate tax collection. The Tax Advisor manages the daily operations of the program and may coach other staff in the program, including the processing, research and analysis of relevant data. The Assistant Tax Advisor must be able to independently balance and deliver on competing priorities and very high workload. This is a salaried, at-will, overtime-exempt position that reports to the Ombuds Director.

Career Progression

The Assistant Tax Advisor is the highest-level classification in the Tax Advisor program aside from the County Ombuds.

Essential Duties and Responsibilities

- Receive and facilitate timely response to inquiries about property valuations, appeal requirements, billing issues, and other residential property-related questions.
- Appropriately assist the public with general inquiries regarding services of county government, including referral of jurisdictional complaints to the County Ombuds.
- Maintain working relationships with King County agencies such as the Assessor, Accounting, Treasury, and the Board of Equalization and Appeals.
- Document and monitor program performance metrics and provide periodic reporting to the Ombuds Director or designee for publication.
- Ensure effective, timely, and accurate public information, including maintaining web pages, brochures, and other forms of communication.
- Review issues and concerns presented to the office, analyzing patterns of systemic error and ensuring their correction.
- Conduct and communicate research and analysis of Assessor Office database files, the King County Code, Washington State statutes, property characteristics, market research, and other information sources relevant to answering inquiries and evaluating equity.

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- With support, keep work organized, on scope and on schedule, and identify and elevate impediments.
- Provide coaching, training, and assign work to other tax advisor program staff where applicable, including sharing performance feedback under the direction of the Ombuds Director.
- 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.
- May travel to community meetings and other outreach locations to make presentations and answer questions about the property tax and appeals systems.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications**Required Knowledge and Skill**

- Understanding of local government operations and services provided in relation to the property tax and appeals system.
- Working knowledge of the provisions of law and administrative practices applicable to residential property tax assessment and valuation appeals.
- Working knowledge of local real estate laws, practices, and market analysis procedures.
- Understanding of principles and practices of supervision, leadership, and team-building.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- Sufficient math skills to accurately compute tax assessments based on property valuation and applicable tax levies and legislated rates and charges.
- Excellent organization, project management, and communication skills.
- Working knowledge of office applications, including word processing, databases, spreadsheets, presentation, and working knowledge of other applications used by the office.
- Advanced knowledge of English usage, grammar, and writing frameworks to produce communications.

Required Ability

- Explain complex property assessment/tax issues in clear, accurate, and accessible terms to a wide audience.
- Work independently, prioritize, and manage program workload with competing demands while exercising professional judgement.
- Use logic and reasoning to analyze and organize data.

Attachment A

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- Listen, consider, and respond with composure to people who may be experiencing and/or expressing strong emotions.
- Apply collective principles of engagement when disagreeing with internal staff.
- Conduct observations and analyses in the field at remote sites, with varying schedules.
- Travel throughout King County or surrounding areas in a timely manner.

Education and Experience

This position typically requires a college degree and four years of a combination of relevant education and experience or a high school diploma and eight years of a combination of relevant education and experience. Relevant experience may include:

- Assistant Tax Advisor, real-estate sales, or assessment, or appraisal experience
- Hearing officer, paralegal, or attorney
- Home mortgage analysis or preparation
- Income tax preparation, investigation, public information, or enforcement
- Professional experience in administration, management analysis, research, or land use planning

Attachment B**Motion 16365**

Metropolitan King County Council Position Descriptions

Council unit:	Ombuds/Tax Advisor
Job description:	Deputy Ombuds (Ombuds 1)
Salary range:	66 (KC Squared Table)

Classification Summary

The Ombuds series is a three-level career progression. The primary responsibilities of this classification include performing initial screening and preliminary investigation of complaints involving King County government. The work of the Deputy Ombuds is governed by 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 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

Deputy Ombuds plans, conducts, and communicates work under the guidance of the King County Ombuds Director or designee(s). Deputy Ombuds investigates and makes determinations on routine complaints about the County's operations, including some ethics, whistleblower, and lobbyist disclosure allegations. Case volume for the Deputy Ombuds is assigned by the Ombuds Director or designee(s); typical caseload begins at fewer than ten projects and increases with skill level and experience in the role. Case completion must meet statutory timeframes. These projects may require managing medium to large amounts of information, quantitative and qualitative analyses, synthesizing multi-faceted findings, and—with support from senior ombuds staff—participation in public meetings and interfacing with county leaders and staff. Deputy Ombuds generally require a moderate amount of supervisory support, coaching, and editing of written products. This is a salaried, represented, overtime-exempt position that reports to the Ombuds Director.

Career Progression

Deputy Ombuds is the first level within a three-level Ombuds professional classification series. The primary differences between Deputy Ombuds and Senior Deputy Ombuds are the volume and complexity of complaints assigned, the maturity with which staff apply skills, efficiency with which staff complete work, level of independent judgment used to make recommendations, and amount of supervision required.

Advancement to Senior Deputy Ombuds requires that the Deputy Ombuds establish a strong understanding of the principles of ombuds work, including office policy/process, objectivity, professional ethics, professional judgement, workload management, application of equity principles, and teamwork/culture. In addition, to advance the Deputy Ombuds must have demonstrated strong competency in intake, investigations, complaints and/or assistance, scoping, case research, investigative plans, evidence collection and review, and analyses. Finally, the Deputy Ombuds must have demonstrated very effective skills in building positive relationships with internal and external parties and navigating sensitive situations.

Essential Duties and Responsibilities

The Deputy Ombuds will:

- Conduct or participate in routine intake, investigations, complaints, and/or assistance. May work in conjunction with Principal or Senior Principal Deputy Ombuds as assigned by the Ombuds Director.

Job Description: Deputy Ombuds	Council Adoption:
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- Complete work in alignment with standards, policies, procedures, objectivity, independence, ethics, and professional judgement.
- With support, keep complex project work organized, on scope and schedule, and identify and elevate impediments. Complete assigned tasks within supervisory expectations and/or statutory timeframes.
- Apply equity principles in planning, execution, and communication of work. Bring equity issues to supervisor or team for consideration.
- For routine assignments, develop multi-faceted preliminary case research, define scope of inquiry, conduct equity analyses, and develop investigative plans for review by the Ombuds Director or designee.
- For routine assignments, execute investigative plans, collect and review evidence, conduct analyses, apply appropriate legal and evidentiary standards. Research and evaluate issues, policies, laws, and procedures.
- Develop communications to complainants and others about the outcome of complaints for review by the Ombuds Director or designee and distribute to the appropriate parties.
- Draft formal written reports for review and issuance by the Ombuds Director or designee that include well-supported findings, conclusions, and recommendations.
- Provide problem-solving and system-navigation assistance, referrals, and conflict management support as assigned.
- Provide input on officewide products and participate in officewide initiatives, or other activities as assigned.
- 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.
- Participate in developing and maintaining effective relationships external to the work group.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications**Required Knowledge and Skill**

- Working 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.
- Working knowledge of codes, regulations, administrative, and legal procedures as they apply to the operation and jurisdiction of the Office of the Ombuds/Tax Advisor.
- Basic knowledge of the ethics, whistleblower, and lobbyist disclosure codes.
- Professional knowledge of the principles, methods, and techniques used in the research and investigation of complaints.
- Working knowledge of local government operations and services provided.
- Well-developed quantitative and qualitative analysis skills, including sufficient math skills to develop and interpret statistical and operating information.

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- An 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.
- Excellent organization, project management, and communication skills.
- Advanced knowledge of office applications, including word processing, databases, spreadsheets, presentation, and working knowledge of other applications used by the office.
- Advanced knowledge of English usage, grammar, and written frameworks for the purpose of writing investigative and complaint reports.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- Understanding of trauma-informed interviewing or comparable skills in working with people experiencing high emotion and/or mental health crises.

Required Ability

- Work independently and manage workload with multiple, concurrent cases and tight deadlines.
- Set up and sequence steps in conducting investigations.
- Use logic and reasoning to analyze and organize data.
- Listen, consider, and respond with composure to people who may be experiencing and/or expressing strong emotions.
- Analyze and define sensitive issues and problems, evaluate alternatives, and develop independent conclusions and recommendations in accordance with policies, codes, and laws, and the public interest.
- Understand and apply principles of objectivity, independence, professional skepticism, and professional ethics including appropriate applications of confidentiality.
- Present facts and information in a clear, concise, logical, and objective manner, both orally and in writing.
- Conduct observations and analyses in the field at remote sites, with varying schedules.
- Travel throughout King County or surrounding areas in a timely manner.

Education and Experience

The position typically requires a degree in public administration, government, law, or a related discipline, plus four years of experience performing professional-level investigative, analytical, legal, dispute resolution or related capacity; an equivalent combination of education and experience that clearly demonstrates the ability to perform the job duties of the position may be substituted. A master's degree or juris doctor degree is preferred. Investigative experience with a focus on writing detailed analytical findings is strongly desired.

Levels Within the Same Series

Deputy Ombuds (Ombuds 1)

Senior Deputy Ombuds (Ombuds 2)

Principal Deputy Ombuds (Ombuds 3)

Metropolitan King County Council Position Descriptions

Council unit:	Ombuds/Tax Advisor
Job description:	Senior Deputy Ombuds (Ombuds 2)
Salary range:	73 (KC Squared Table)

Classification Summary

The Ombuds series is a three-level career progression. The primary responsibilities of this position classification include performing initial screening and preliminary investigation of complaints involving King County government. The work of the Senior Deputy Ombuds is governed by 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 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

Senior Deputy Ombuds plans, conducts, and communicates work under the guidance of the King County Ombuds Director or designee(s). Senior Deputy Ombuds investigates and makes determinations on complex complaints about the County's operations, including some ethics, whistleblower, and lobbyist disclosure allegations. The Senior Deputy Ombuds may work on ten or more projects concurrently, meeting statutory timeframes for completion. These projects require managing large amounts of information, qualitative and quantitative analyses, synthesizing multi-faceted findings, participation in public meetings, and interfacing with county leaders and staff. Senior Deputy Ombuds generally require some supervisory support, coaching, and editing of written products. This is a salaried, represented, overtime-exempt position that reports to the Ombuds Director.

Career Progression

Senior Deputy Ombuds is the second level within a three-level Ombuds professional classification series. The primary differences between Senior Deputy Ombuds and Principal Deputy Ombuds are the volume and complexity* of complaints assigned, the maturity with which staff apply skills, efficiency with which staff complete work, level of independent judgment used to make recommendations, and amount of supervision required.

Advancement to Principal Deputy Ombuds requires that the Senior Deputy Ombuds establish an expert understanding of the principles of ombuds work, including office policy/process, objectivity, professional ethics, professional judgement, workload management, application of equity principles, and teamwork/culture. In addition, to advance the Senior Deputy Ombuds must have demonstrated expert competency in intake, investigations, complaints and/or assistance, scoping, case research, investigative plans, evidence collection and review, and analyses. Finally, the Senior Deputy Ombuds must have demonstrated extremely effective skills in building positive relationships with internal and external parties, navigating sensitive situations, and the ability to balance and deliver on competing priorities and high workload.

* Complex work is defined by the presence of one to two of the following: involvement of multiple agencies or department-wide issues; layered legal environments; political sensitivities; multi-faceted equity issues; complainants experiencing crises; multi-system or multi-jurisdiction involvement; and other complexities.

Attachment C**Motion 16365****Essential Duties and Responsibilities**

In addition to performing the same duties and responsibilities as the Deputy Ombuds with less supervision and support, the Senior Deputy Ombuds will also:

- Conduct routine and complex intake, investigations, complaints, and/or assistance within statutory timeframes.
- For routine and complex assignments, develop multi-faceted preliminary case research, define scope of inquiry, conduct equity analyses, and develop investigative plans for review by the Ombuds Director or designee.
- For routine and complex assignments, execute investigative plans, collect and review evidence, conduct analyses, apply appropriate legal and evidentiary standards. Research and evaluate issues, policies, laws, and procedures.
- Independently develop formal written reports for review and issuance by the Ombuds Director or designee that include well-supported findings, conclusions, and recommendations.
- May be assigned to review and comment on portions of investigative or other work of less senior staff.
- Plan for and conduct work in which conflict or complexity is expected.
- Lead complex internal and external party relationships and navigate sensitive situations.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications**Required Knowledge and Skill**

- Specialized professional 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.
- Advanced knowledge of codes, regulations, administrative, and legal procedures as they apply to the operation and jurisdiction of the Office of Ombuds.
- Advanced knowledge of local government operations and services provided.
- Well-developed quantitative and qualitative analysis skills, including sufficient math skills to develop and interpret statistical and operating information.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- 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.
- Advanced knowledge in the research and analysis of legal issues.
- Working knowledge of privacy, public information, and records retention laws.
- Excellent organization, project management, and communication skills.
- Advanced knowledge of office applications, including word processing, databases, spreadsheets, presentations, and working knowledge of other applications used by the office.

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- Advanced knowledge of English usage, grammar, and writing frameworks to write investigative or complaint reports.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- Advanced working knowledge of trauma-informed interviewing or comparable skills in working with people experiencing high emotion and/or mental health crises.

Required Ability

- Work independently and manage workload with multiple and concurrent cases and tight deadlines.
- Set up and sequence steps in conducting investigations.
- Use logic and reasoning to analyze and organize data.
- Listen, consider, and respond with composure to people who may be experiencing and/or expressing strong emotions.
- Analyze and define sensitive issues and problems, evaluate alternatives, and develop independent conclusions and recommendations in accordance with policies, codes, and laws, and the public interest.
- Understand and apply principles of objectivity, independence, professional skepticism, and professional ethics including appropriate applications of confidentiality.
- Present facts and information in a clear, concise, logical, and objective manner, both orally and in writing.
- Conduct observations and analyses in the field at remote sites, with varying schedules.
- Travel throughout King County or surrounding areas in a timely manner.

Education and Experience

Advanced degree in law, public administration, or related discipline, plus six years of experience performing professional-level investigative, analytical, legal, dispute resolution or related capacity, including extensive specialized knowledge in a field that would contribute to the provision of investigative and dispute resolution services. An equivalent combination of education and experience that clearly demonstrates the ability to perform the job duties of the position may be substituted. Investigative experience with a focus on writing detailed analytical findings is strongly desired.

Levels Within the Same Series

Deputy Ombuds (Ombuds 1)

Senior Deputy Ombuds (Ombuds 2)

Principal Deputy Ombuds (Ombuds 3)

Metropolitan King County Council Position Descriptions

Council unit:	Ombuds/Tax Advisor
Job description:	Principal Deputy Ombuds (Ombuds 3)
Salary range:	79 (KC Squared Table)

Classification Summary

The Ombuds series is a three-level career progression. The primary responsibilities of this position classification include performing initial screening and preliminary investigation of complaints involving King County government. The work of the Principal Deputy Ombuds is governed by 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 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

Principal Deputy Ombuds plans, conducts, and communicates work under the guidance of the King County Ombuds Director or designee(s). Principal Deputy Ombuds investigates and makes determinations on very complex* or politically sensitive complaints about the County's operations and governmental ethics, whistleblower, retaliation, and lobbyist disclosure allegations. Principal Deputy Ombuds may work on ten or more projects concurrently that require managing large amounts of information, meeting statutory timeframes, qualitative and quantitative analyses, synthesizing multi-faceted findings, participation in complex public meetings, and interfacing with county leaders and staff. Principal Deputy Ombuds are expected to participate in officewide work efforts, consistently build and independently manage external relationships, may coach other staff when complexity or significant conflict is expected, and may be assigned to take the lead in partnership with less senior staff on complex complaints. Principal Deputy Ombuds must be able to balance and deliver on competing priorities and high workload and generally require minimal supervisory support, coaching, and editing of written products. This is a salaried, represented, overtime-exempt position that reports to the Ombuds Director.

Career Progression

Principal Deputy Ombuds is the highest-level individual contributor classification within the three-level Ombuds professional classification series. To advance to Senior Principal Deputy Ombuds, there must be both a vacant Senior Principal Deputy Ombuds position and an operational need to fill the role as determined by the County Ombuds Director. The Principal Deputy Ombuds must possess a high degree of mastery with a broad skill set, including: intake; investigations; complaints and/or assistance; scoping; case research; investigative plans; evidence collection and review; analyses; production of high-level written and oral communications; and the ability to balance and deliver on competing priorities and a high workload. The Principal Deputy Ombuds must also have a high degree of competency with office policies and process; professional ethics, integrity and objective judgement; workload management; application of equity principles; and teamwork/culture. Finally, the Principal Deputy Ombuds must have an extensive understanding of King County government or similarly

* Very complex and sensitive work is defined by the presence of more than two of the following: involvement of multiple agencies or department-wide issues; layered legal environments; political sensitivities; multifaceted equity issues; scenarios with strong emotion, high stakes, and differing opinions; complainants experiencing crises; multi-system or multi-jurisdiction involvement; and other complexities.

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complex authorizing environments; have demonstrated results within such an environment; and successfully demonstrated the ability to coach staff, manage personnel performance and office operations.

Essential Duties and Responsibilities

In addition to performing the same duties and responsibilities of lower-level classifications in the Ombuds series with less supervision and support, the Principal Deputy Ombuds will also:

- Coach less experienced staff on efforts and topics included in their essential duties and responsibilities lists and conduct quality assurance as assigned. May be assigned to supervise administrative staff.
- Conduct complex, very complex, and sensitive intake, investigations, complaints, and/or assistance within statutory timeframes.
- For complex, very complex, and sensitive assignments, develop multi-faceted preliminary case research, define scope of inquiry, conduct equity analyses, and develop investigative plans for review by the County Ombuds or designee.
- For complex, very complex, and sensitive assignments, execute investigative plans, collect and review evidence, conduct analyses, apply appropriate legal and evidentiary standards. Research and evaluate issues, policies, laws, and procedures.
- Independently develop formal written reports for review and issuance by the Ombuds Director or designee that include well-supported findings, conclusions, and recommendations that withstand potential legal appeals, public, and media scrutiny.
- Independently plan and conduct work in which ambiguity, conflict, or complexity is expected.
- 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.
- Provide expert, objective problem-solving and system-navigation assistance, referrals, and conflict management facilitation.
- 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 with external constituencies, organizations, or media.
- 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.
- Identify complaint trends and patterns and recommend initiatives to the Ombuds Director for responding to systemic and entrenched issues.
- 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.

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- Expert knowledge of codes, regulations, administrative, and legal procedures as they apply to the operation and jurisdiction of the Office of the Ombuds/Tax Advisor.
- Expert knowledge of the principles and practices of local government administration, and the organization of County functions, operations, and interrelationships.
- Advanced quantitative and qualitative analysis skills, including the ability to develop and interpret statistical and operating information.
- Expert 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.
- Expert skill and background in the research and analysis of complex legal issues.
- Expert knowledge of privacy, public information, record retention laws, including those involving the handling of information and communications of a confidential and sensitive nature.
- Advanced knowledge of office applications, including word processing, databases, spreadsheets, presentations, and in specialized research tools.
- Advanced knowledge of the English language to write reports requiring the utmost discretion in choosing grammar and syntax to deal with complex, sensitive issues.
- High emotional intelligence and public relations skills to adapt to diverse and sometimes challenging personalities and styles, gain trust while working with others in sensitive and difficult situations, resolve conflict, and employ lines of questioning for fact finding.
- Advanced skills in trauma-informed interviewing or comparable skills in working with people experiencing high emotion and/or mental health crises.

Required Ability

- Work independently and manage workload with multiple and concurrent assignments and tight deadlines.
- Use logic and reasoning to analyze and organize data.
- Listen, consider, and respond with composure to people who may be experiencing and/or expressing strong emotions.
- Analyze and define sensitive issues and problems, evaluate alternatives, and develop independent conclusions and recommendations in accordance with policies, codes, and laws, and the public interest.
- Understand and apply principles of objectivity, independence, professional skepticism, and professional ethics including appropriate applications of confidentiality.
- Interpret and apply the King County Code, and local, regional, state and federal laws, mandates and programs.
- Present facts and information in a clear, concise, logical, and objective manner, both orally and in writing.
- Apply collective principles of engagement when disagreeing with internal staff.
- Apply an anti-racist mindset relating to individual, interpersonal, institutional, and structural racism in the workplace. Engage in continuous reflection and positive actions toward an anti-racist organization.
- Models providing feedback in alignment with Group Agreements.

Attachment D

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- Conduct observations and analyses in the field at remote sites, with varying schedules.
- Conduct investigations at various hours and in the field at remote locations.
- Travel throughout King County or surrounding areas in a timely manner

Education and Experience

Advanced degree in law, public administration, or related discipline that will enable job performance, plus eight years of experience performing professional-level investigative, analytical, legal, dispute resolution; this includes extensive specialized knowledge in a field that would contribute to the provision of investigative and dispute resolution services, or related capacity. Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position may be substituted. Investigative experience with a focus on writing detailed analytical findings is strongly desired.

Levels Within the Same Series

Deputy Ombuds (Ombuds 1)

Senior Deputy Ombuds (Ombuds 2)

Principal Deputy Ombuds (Ombuds 3)

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, at-will, 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.

Job Description: Senior Principal Deputy Ombuds	Council Adoption:
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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.

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- 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.

Certificate Of Completion

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Source Envelope:	
Document Pages: 3	Signatures: 2
Supplemental Document Pages: 16	Initials: 0
Certificate Pages: 5	Envelope Originator: Cherie Camp
AutoNav: Enabled	401 5TH AVE
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Dave Upthegrove
dave.upthegrove@kingcounty.gov
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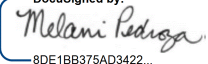
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Electronic Record and Signature Disclosure:

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ID: 58470189-d983-4659-ad52-0d875b1ec2c4

Melani Pedroza
melani.pedroza@kingcounty.gov
Clerk of the Council
King County Council
Security Level: Email, Account Authentication (None)

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Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	5/25/2023 9:09:54 AM
Completed	Security Checked	5/25/2023 9:09:54 AM

Payment Events	Status	Timestamps
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