



King County

Invites Applications for the Position of:

Administrative Specialist IV

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King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 09/20/17 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 10/01/17 11:59 PM (GMT -8:00)

SALARY: \$25.83 - \$32.74 Hourly

LOCATION: Chinook Building - 401 5th Ave, Seattle

JOB TYPE: Career Service, Full Time, 40 hrs/week

DIVISION: Department of Community & Human Services

JOB NUMBER: 2017SC7372

SUMMARY:

The Department of Community and Human Services (DCHS) provides equitable opportunities for people to be healthy, happy, self-reliant and connected to community.

The Crisis and Commitment Services (CCS) unit's mission is to provide quality care, and to protect public safety while maintaining individual rights by attempting to resolve the crisis in the least restrictive manner. This leadership position will supervise the administrative specialists in the CCS unit in our Behavioral Health and Recovery Division (BHRD).

WHO MAY APPLY: This position is open to all qualified candidates that meet the minimum qualifications. The Department of Community and Human Services values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with lived experiences.

REQUIRED MATERIALS: Candidates who wish to be considered for this position must submit an online King County application and respond to the supplemental questions.

WORK SCHEDULE/CONDITIONS: This position is eligible for overtime (nonexempt) with supervisory preapproval. The typical work week is normally Monday through Friday, 8:00 a.m.

to 5:00 p.m.

RECRUITER: Susan Churchill: susan.churchill@kingcounty.gov

JOB DUTIES:

- Supervise and direct the work of the CCS administrative staff, including monitoring the quantity and quality of work, ensuring deadlines are met, training, arranging for backup coverage when staff are absent, hiring, managing timesheets and attendance, and completing performance evaluations.
- Serve as a liaison between management, outreach staff and administrative staff. Resolve issues at the lowest level possible, while using judgment of when upper management needs involvement.
- Serve as the back-up to the Department's Administrator I's when they are out of the office.
- Identify areas for process improvement and implement changes to reduce errors and promote efficiency.
- Regularly update the Policy and Procedure (P&P) Manual for CCS.
- Develop and maintain various detailed systems to track staff licensures, staff trainings, validity of driver's licenses, etc.
- Retrieve information and compile data that may require research and analysis, using Excel spreadsheets; create visual graphs.
- Maintain and prepare information for CCS audit compliance.
- Manage CCS Fleet for routine maintenance, cleaning, and repairs. Ensure vehicles are stocked with documents needed by Involuntary Commitment Specialists.
- Draft, proofread and finalize various documents, including letters, memos and reports, ensuring they conform to Department style guidelines and established procedures, appropriate use of the English language, correct grammar, spelling and punctuation.
- Serve as a Purchase Card holder, place orders, process and reconcile transactions in Oracle.
- Manage and update the Website and SharePoint site.
- Schedule meetings and handle all arrangements associated with meetings (room reservations, equipment, etc.); take and transcribe meeting minutes.
- Provide hard copy and electronic file management for all CCS files, following the records retention schedule and King County records/archiving procedures.
- Perform other related duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

1. Skill in providing direction regarding work assignments and in delegating work assignments to appropriate staff members
2. Ability to identify and prioritize time sensitive matters and respond with a sense of urgency, as needed, while adapting to changes in work load demands
3. Demonstrated ability to work independently and oversee the smooth operation of administrative teams
4. Experience and ability multi-tasking in a fast paced environment with multiple deadlines and changing priorities; the ability to identify and prioritize time sensitive matters and respond with a sense of urgency, as needed
5. Initiative and accountability skills for work product and service
6. Strong customer service skills in all forms of communication; the ability to work positively within a team environment, maintaining professionalism, patience and etiquette in all

encounters

7. Intermediate proficiency in using Microsoft Office suite, including intermediate proficiency using SharePoint
8. Experience using Site Core, or an alternative content management system, for Website management
9. Proven skills in analysis, problem-solving and conducting research in order to complete work assignments
10. Experience with LEAN or process improvement and implementing changes as a result
11. Excellent, proven collaboration skills
12. Knowledge of conflict resolution techniques
13. Ability to maintain a high level of security and confidentiality and handle all matters in a highly ethical manner
14. Excellent and proven organizational skills
15. Must have a valid Washington State Driver's license