



King County

Invites Applications for the Position of:

Administrator II

Apply online at <http://www.kingcounty.gov/jobs>

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: 01/15/19 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 01/31/19 11:59 PM (GMT -8:00)

SALARY: \$32.74 - \$41.50 Hourly

LOCATION: Chinook Building, 401 5th Avenue, Seattle

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

DEPARTMENT: DCHS - Community & Human Services

JOB NUMBER: 2019SC9233

SUMMARY:

The Department of Community and Human Services (DCHS) 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 experience.

DCHS provides equitable opportunities for people to be healthy, happy, self-reliant, and connected to community.

The Department has two Administrator II positions open. One position will support our Director and the other will support our Administrative Services. Successful candidates for both positions will have substantial experience in office administration, both internal/external customer service, and prior experience providing direction and delegating work assignments.

Who May Apply: This position is open to all qualified applicants who meet the minimum requirements. DCHS 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 experience.

Work Schedule: This position is scheduled to work 40 hours per week, typically 8:00 a.m. – 5:00 p.m., Monday through Friday, and is overtime eligible with pre-approval from the

supervisor.

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

Recruiter: Susan.Churchill@kingcounty.gov

JOB DUTIES:

- Supervise and direct the work of the department's administrative and/or secretarial teams to ensure that administrative needs are met in an accurate and timely manner.
- Monitor performance of department confidential secretaries and/or administrative support staff, training, cross training and arranging for backup coverage when staff are absent, hiring, managing timesheets and attendance, addressing performance issues/concerns and completing performance evaluations.
- Develop, maintain and launch administrative policies and procedures. This requires leading and facilitating workgroups and managing the work to complete products.
- Create visuals, including but not limited to PowerPoint presentations, fliers or job aids to communicate policies, procedures and process improvements.
- Develop and maintain detailed systems to track various items, including but not limited to the quantity and quality of work of confidential secretaries and administrative support staff and ensuring that your own deadlines and the deadlines of others are met. Analyze and evaluate data.
- Identify areas for process improvement, conduct improvement events and implement changes to improve quality and promote efficiency. Streamline processes.
- Convey management's directions and instructions to subordinate staff. Furnish explanations when necessary.
- Provide technical expertise to others. 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 formatting, grammar, spelling and punctuation.
- Perform other related duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- At least three years of full time experience providing administrative support.
- Demonstrated experience in increasing responsibilities in secretarial/administrative roles.
- Skill in providing direction regarding work assignments and in delegating work assignments to appropriate staff members.
- 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.
- Demonstrated ability to work independently with minimal guidance and oversee the smooth operation of the confidential secretaries and administrative support staff.
- Demonstrated skill and experience in maintaining a high level of confidentiality and exercising good judgment.
- Experience with LEAN or process improvement and implementing changes as a result.
- Demonstrated strong attention to detail. Proven ability to multi-task and remain organized in a fast-paced environment with multiple deadlines and changing priorities.
- 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.
- Demonstrated ability to coach and mentor staff to foster professional development.
- Demonstrated high level of proficiency using the internet and Microsoft Office Suite: Word, Excel, PowerPoint, SharePoint and Outlook. Basic knowledge of Adobe Acrobat.

- Ability to take initiative and be accountable, use independent judgment to accomplish tasks and handle responsibilities, while avoiding errors in judgment and discretion.

Note: Online applications are preferred. However, if you cannot apply online, go to www.kingcounty.gov/jobs for other options.

If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.

Administrator II Supplemental Questionnaire

- * 1. Do you have at least three (3) years of full time experience providing administrative support?
 Yes No
- * 2. Do you have experience providing direction and delegating work assignments to staff?
 Yes No
- * 3. Please identify your proficiency in MS Word:
 Beginner
 Intermediate
 Expert
- * 4. Please identify your proficiency in MS PowerPoint:
 Beginner
 Intermediate
 Expert
- * 5. Please identify your proficiency in SharePoint:
 Beginner
 Intermediate
 Expert
- * 6. King County has transformed its work on equity and social justice from an initiative to an integrated effort that applies the principle of "fair and just" intentionally in all the county does in order to achieve equitable opportunities for all people and communities. What is the most important equity or social justice issue to you and why?
- * Required Question