**Class Summary**

The responsibilities of this classification include developing and directing the Wastewater Treatment Division’s (WTD) strategy, business objectives, and organizational culture. Incumbents provide day-to-day leadership on key initiatives, positioning the organization for the future through policy development, growing product lines, and ensuring robust decision-making. In addition, incumbents lead continuous improvement of services and Equity and Social Justice, managing and tracking utility performance against key objectives and coordinating communication activities.

**Distinguishing Characteristics**

This is a single-level classification. The incumbent directs King County’s wastewater utilities organizational culture, strategy, policy, and performance. This position is a critical member of the Wastewater Treatment Director’s strategic leadership team.

**Examples of Duties**

1. Drive enterprise alignment and partner with the Director in articulating and implementing the organization’s Vision, Mission, Values, and Goals. Develop and facilitate institutional policies to ensure business continuity with established strategic goals, identify program gaps, and engage with the management team to support required actions.
2. Direct strategic business planning and development, including organizational needs for new product development.
3. Coordinate and direct across the division to build internal and external support for expanding product lines.
4. Develop and maintain relationships with internal stakeholders by working closely with the Department's top leaders, the County Executive Office, the King County Council, and external stakeholders to align Wastewater’s work with departmental and county strategic directions.
5. Position the organization for future challenges, analyze complex emerging policy issues, and provide consultation to position the division best to respond to these issues. Serve as the internal and external point of contact on selected matters and represent WTD in various forums.
6. Lead service assessments, internal surveys, and customer outreach to assess needs, opportunities, and objectives in improving service delivery.
7. Direct and ensure successful implementation and continuous improvement of the division initiatives to reduce the time from project inception to delivery. Ensure new processes are adopted systemically into division work.
8. Manage and track progress against key division goals and objectives. Ensure performance metrics are utilized in decision-making, including oversight of metric development and management.
9. Direct communications on strategic key messages aligned with the Division’s goals to employees and customers.
10. Direct initiatives to improve Equity and Social Justice within the division and how we interact with other agencies, organizations, the public, and the communities we serve. Work to improve the demographics of our workforce so that it is as diverse as the communities we serve at all levels within the division. Drive for a culture within the division that is respectful and inclusive, where all employees have a sense of belonging.
11. Direct initiatives to improve the division's productivity and competitiveness and ensure a high-functioning organization. Lead the Lean and continuous improvement efforts throughout the agency. Drive cultural transformation, creative problem-solving, efficiencies, and teamwork. Create a learning environment that supports innovation and continuous improvement.
12. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of performance management and use of metrics and performance indicators to measure performance

Knowledge of the organizational culture and structure of large public sector agencies, including labor unions, and experience in assessing needs and leading change

Ability to manage and lead multidisciplinary projects and teams, develop and accomplish work plans, and evaluate success by measuring results

Skill in supervisory duties such as giving direction, setting expectations, coaching, and managing performance, and in management duties such as managing a budget and analysis of management data

Skill in project management, policy/program analysis, long-range planning, and assessing the financial impact of alternative decisions

Skill in facilitation and negotiation principles

Skill in continuous improvement and familiarity with Lean

Excellent communication skills, both written and oral, with the ability to communicate effectively within multiple levels of the agency and various external agencies and stakeholders

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 all of the job duties of the position

**Licensing, Certification and Other Requirements**

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** | 1 |
| **Levels within the same series** | None |
| **Class History** | 05/2016 – Created03/2024 – Updated content |