



Senior Director of Community Affairs

Class Code:
C22504

Bargaining Unit: Non Represented

SALARY RANGE

\$0.00 - \$12,948.50 Monthly
\$0.00 - \$155,382.00 Annually

GENERAL PURPOSE:

The Senior Director of Community Engagement position is a strategic leader role that provides direction and vision to SCRAPS, Community Services, Veterans Services and the WSU CoOp Extension for Spokane County. This position serves as direct manager for Community focused departments reporting through the Board of County Commissioners (BOCC). Individual has operational responsibility, providing leadership to the strategic planning process and implementing initiatives focused on the improvement of community constituent relationships and customer service quality across the county. This is an appointed position, reporting to and serving at the pleasure of the Chief Executive Officer (CEO). The position allocated to this class is responsible for supporting, communicating and organizing the management of county government to provide timely, constituent and community driven programs, solutions and customer service. Work is performed with considerable latitude for independent initiative and judgment under the administrative direction of the CEO in coordination with the BOCC.

ESSENTIAL JOB FUNCTIONS:

- Oversees, directs, organizes and supports Spokane County community focused departments and initiatives, under the supervision of the CEO.
- Provides effective and inspiring leadership by being actively involved in Spokane County community organizations and services, continuously developing a broader and deeper knowledge of the needs of our community members to provide a strategic roadmap to identified departments and staff.
- Identifies opportunities for Spokane County to leverage cross-organizational strengths to take advantage of new opportunities and/or to address county challenges in our community.
- Leads, coaches, develops, and retains Spokane County's high-performance community leadership team with an emphasis on developing additional capacity within the county and though leveraging partnerships with other Spokane community service groups.
- Identifies best practices, both within and outside county government, and improves internal systems with an eye toward high customer service quality and county budget realities.

- Ensures staff members receive timely and appropriate training and development to continuously expand staff capacity.
- Promotes a culture of high performance and community centricity that values learning and a commitment to quality service.
- Mentors and develops staff using a supportive and collaborative approach: assigns accountabilities; sets objectives; establishes priorities; provides timely feedback; administers salary adjustments; and monitors and evaluates results.
- Provides community centric leadership and input for strategic plan implementation processes with the CEO, Senior Leadership Team, County Commissioners and staff.
- Assists the CEO in keeping regional leaders and Spokane County residents abreast of community development strategies, initiatives and results.
- Assists the CEO in establishing and cultivating effective relationships with Spokane County stakeholders to assure Spokane County community members needs are met as supported by evidentiary data.
- Publicly represents Spokane County, when requested by the CEO, with the media and external constituency groups including community, other governmental and regional industry leaders and builds understanding and support for Spokane County's mission.
- Participates in industry-group conferences, professional associations and other public venues, when necessary.
- Performs other related duties as required/assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree from an accredited college and university.
- Ten (10) years of years of broad-based, progressively responsible management experience, preferably with demonstrated success in community leadership/management; budget/fiscal management; leadership of senior-level staff.
- Master's degree preferred

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of strategic and tactical operational improvement initiatives.
- Knowledge of the organization, structure and function of County government.
- Knowledge of Washington State Laws relating to county administration and community support/non-profit requirements.
- Skilled in communicating effectively both orally and in writing, sufficient to exchange or convey information and to give and receive work direction.
- Skilled in establishing and maintaining effective working relationships with managers, elected officials, co-workers, employees, representatives of outside agencies and the general public.
- Skilled in project management.
- Ability to lead staff in continuous efforts to improve quality, productivity and effectiveness; supervise, train, motivate and evaluate assigned staff.
- Ability to analyze organizational and administrative challenges; provide leadership in the implementation of an effective course of action to address said challenges.
- Ability to effectively communicate key objectives and tactics necessary to achieve organizational goals.
- Ability to prepare and implement short and long range strategic plans, including considerations of budgetary, organizational and public impact.
- Ability to manage multiple complex projects and allocate resources effectively.
- Ability to prepare clear and concise written and verbal reports.

- Ability to work under pressure, effectively prioritize and meet deadlines as needed in a political environment.
- Ability to positively and professionally represent the County.

BEHAVIORAL STANDARDS:

All County employees are responsible for contributing to a safe and positive work environment, actively demonstrating the County values in their daily work and interactions:

- **Respect:** Appreciating and valuing customers, other County employees and County leadership by showing courtesy, friendliness and fairness. Communicating in a productive and professional manner.
- **Accountability:** Honoring and delivering on commitments by taking responsibility for personal actions and results; being a responsible steward of public resources and the trust County residents have placed in each of us.
- **Integrity:** Modelling transparent and ethical behavior and demonstrating it with honest and trustworthy behaviors and actions; leading by example and performing work to the highest standards.
- **Innovation:** Striving for excellence by actively pursuing opportunities for new and improved methods, procedures or technologies; fostering an environment of engagement and empowerment and embracing continuous improvement.

ESTABLISHED / REVISED DATES:

12/28/21