

Washington Management Service (WMS)

Position Description

For assistance completing this form, contact your WMS Coordinator.

Position Information		
Position Title: Deputy Director (Administrative Operations Chief)	Position Number/Object Abbreviation: 70094596	
Incumbent's Name (If filled position):	Agency/Division/Unit: DOH/EPH/ODW	
Address Where Position Is Located: 111 Israel Road, Tumwater	Work Schedule: Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	Overtime Eligible: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Supervisor's Name and Title: Mike Means, Director	Supervisor's Phone: 360-236-3302	

Organizational Structure
<p>Summarize the functions of the position's division/unit and how this position fits into the agency structure (attach an organizational chart).</p>
<p>The Department of Health, Division of Environmental Public Health works to improve the health of the people in Washington State by preventing and reducing exposures to health hazards in the environment. The mission of the Office of Drinking Water (ODW) is to work with others to protect the health of the people of Washington by ensuring safe and reliable drinking water.</p> <p>The position reports to the Director of the Office Drinking Water and works closely with the Director to support the overall management of the Office. The Deputy Director is responsible for all administrative and operational functions and six programs including; ODW's \$130 million biennial capital and operating budget, over \$800 million in drinking water infrastructure loans, 112 FTE allotment, and all associated financial programs, water quality, data management/IT, performance management and administrative supports functions.</p> <p>The position directly supervises one Washington Management Service (WMS) Section Managers (who supervises a Unit Supervisor). The position also directly supervises one Environment Planner and a Health Service Consultant 3.</p> <p>The Deputy Director is a member of the EPH Division Deputy team working to develop division-side guidance and procedures.</p>
Position Objective
<p>Describe the position's main purpose, include what the position is required to accomplish and major outcomes produced. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization.</p>
<p>The Environmental Public Health Division believes that healthy places = healthy people, we work to improve the health of people in Washington state by preventing and reducing exposure to health hazards in the environment and supporting healthy places where people live, work, and play. This position contributes to the mission of the Division by working to ensure safe and reliable drinking water is delivered to customers' taps. Under the general direction of the Office Director, the Deputy Director is responsible for leading, managing, and coordinating the office's administrative and operational functions, and information technology (IT) development and priorities.</p> <p><u>Team One:</u> This position's team one (team of peers with same manager) is Office of Drinking Waters Executive Management Team and is also an active participant in the Environmental Public Health Division Leadership Team. This position is an active member of the office's Management Team and provides strong</p>



collaboration, trust and partnership with other office executive managers and division deputy directors on the team. They escalate issues from within their team, but also actively support their peers, keep their focus on the goals and needs of the team, division and agency. They will look to provide opportunities to support, clarify direction and work to bridge gaps when faced with competing priorities, reach out across siloes and make sound decisions based on the broader needs of the office, division, agency and communities we serve.

Lead the Team:

This position is responsible for leading, managing, and coordinating the office's administrative and operational functions, and information technology (IT) development and priorities. This is achieved through management and decision-making in budgeting, personnel actions, policy development, and water quality and data management.

The position oversees communication work and manages the review and approval of office communication products. The position oversees the office's strategic planning, performance management and quality improvement activities.

The Deputy Director acts as a back-up for the Office Director for the Office of Drinking Water

Lead the Business:

The Deputy Director works with partners and represents the office internally and externally through various working groups, including those related to the federal Environmental Protection Agency (EPA).

This position is responsible for providing strategic direction of office IT development as well as policy development and implementation support to the office management team. The Deputy Director is responsible for ensuring accurate budgets are developed, monitored, and operating funds are available for program needs.

Organizational Culture: This position serves as a Department of Health leader in modeling an outward mindset within the agency, division, office, teams and with the service we provide our customers and partners. Ensures the office is a place of respectfulness and openness, where people can be vulnerable and accountable to themselves and each other.

The incumbent is expected to lead and model a culture of excellence with the ODW, incorporating the agency mission, vision and values, ensuring agency policies, practices, and agreements are followed.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Functions listed in this section are primary duties and are fundamental to why the position exists. For more guidance, see [Essential Functions Guide](#).

Core Functions: Budget, Financial Services (with Contracting and Procurement), Information Technology, Risk Management, Internal Audit, and Records Management

Team 1:

- Actively participate on the office's Executive Management team contributing to high-level policy and direction decisions, and office culture development (Outward Mindset).
- Support One DOH line of sight with clear internal and external communications.
- Work with the Field Operations and the Capacity Development and Policy Managers to develop and maintain cooperative, team-oriented working relationships.
- Actively participate on the division's leadership team contributing to high-level policy and direction decisions, and division's culture development (Outward Mindset).

Lead the Team:



- Responsible for all administrative and operational functions of the Office of Drinking Water (ODW) including but not limited to; personnel management, budget and financial management; operations; facilities planning and space management; emergency response and business continuity planning; communications, and coordination of IT activities. Works closely with the Office Director in the overall management of the office. Acts on behalf of the Office Director as needed.
- Represent ODW Director on all staff grievances, corrective action or disciplinary issues, and sensitive, confidential, and personnel-related matters.
- Assist the office's Financial Services manager in developing the budgets; monitor spending plans, oversee the timely processing of contracts and payments, and ensure that agency policies and procedures are followed.
- Acts on behalf of ODW Office Director (delegated appointing authority) and works with the division deputy assistant secretary for hiring and classification personnel actions. Approves hiring recommendations, position reclassifications, compensation adjustments, and related process and procedures.
- Works with the agency financial management staff to plan, lead, and organize the management of financial resources for ODW, assuring the appropriate and optimum use of financial resources. Coordinates with agency fiscal staff to ensure office's compliance with division/department, state, and federal policies and regulations relating to financial systems.
- Manages and directs the coordination and implementation of ODW policies and procedures. Provides leadership to identify policy issues and develop options to meet needs, craft policies and sponsor them through the appropriate approval process. Coordinates the implementation of all agency policies at the office level.
- Ensure consistent statewide approaches for meeting public disclosure requirements.
- Help develop, track progress, and regularly update the ODW Strategic Plan while considering short-term and long-term strategies that focus on highest priority activities. Define and help ODW achieve success in carrying out its mission. Work with ODW leadership and Finance Manager to develop and refine ODW's financial business plan.

Lead the Business:

- Promotes key strategies for reducing human exposure to illnesses or contaminants in drinking water through effective communication with media, at professional meetings, and with other agencies and stakeholders.
- Represents the agency at various EPA and Association of State Drinking Water Administrator (ASDWA) meetings.
- Represents the office/agency with local and state elected officials, and on state and national workgroups and committees as directed. Participates in national policy development for drinking water programs; presents and shares Washington State information with other states and US EPA.
- Participates during all public health emergencies and when the agency IMT is activated.
- Serves in a leadership role as needed during all hazards emergencies and when the agency's Emergency Operations Center (EOC) is activated.
- Develops strategic partnerships with local, state, federal, tribal, and non-governmental agencies and stakeholders. Supports the state Source Water Protection activities with Ecology, DNR, and local governments, and relationships with the Environmental Protection Agency regarding Drinking Water related issues.
- Coordinates with EPA and the agency Health Technology Solutions (HTS) for effective IT planning, development, implementation and evaluation for the office.
- Oversees the ODW strategic planning and performance management activities. Provides guidance to staff that establish and maintain periodic management review process and schedule for all performance measures within the office and provides technical assistance and consultation to programs on the development of quality improvement projects in programs.

Organization Culture



- Creates a culture that supports our teams, focusing on equity, diversity and inclusion, ensures training and mentoring support for leaders; and create pathways for upward mobility.
- Creates an open environment to discuss complex issues, develop issue papers, and make decisions through consensus at the lowest level possible.

Accountability – Scope of Control and Influence

Provide examples of the resources and/or policies that are controlled and influenced.

Resources: The incumbent manages various administrative support functions within the Office of Drinking Water(ODW) including 12 staff working in diverse roles. These activities are currently funded through a combination of Federal Grants, State General Funds, and local fees. The Deputy Director is expected to manage these resources effectively and efficiently. The incumbent has broad latitude in identifying priorities, developing strategies and allocating resources. The incumbent also oversees the ODW operating budget, works with the management team to allocate resources throughout the office, and monitors all grant and contract activities in the office.

Policy Influence: This position leads the implementation of new and existing administrative policies and procedures in the office and, in conjunction with the Office Director, makes decisions regarding program direction and priorities. The incumbent consults with public health leaders and other constituents, directors and manager from other offices, other state and federal agencies, and other interest groups/stakeholders to initiate, develop and coordinate policy and planning issues. The incumbent leads the development of and provides expert advice for budget planning in office-wide performance management issues, develops strategies, conducts research, formulates recommendations, and coordinates implementation of strategic and long-range planning activities like office-wide strategic and financial planning.

Describe the scope of accountability.

The Deputy Director has the authority to approve and/or manage personnel actions; consults with managers on sensitive/confidential personnel issues; approves travel requests, procurement requests, and other requests for payments; interprets and oversees office implementation of agency and division policy; reviews and approves sensitive correspondence; assigns staff from across the office to projects, and manages the performance of these activities. Leads IT, communications and performance management activities.

The Deputy Director ensures federal financial reporting is done accurately and on time, coordinates federal oversight review of program activities.

The incumbent may act on behalf of the Office Director, when absent, with full delegated authority.

Describe the potential impact of error or consequence of error (impacts unit, division, agency, state).

The Deputy Director works on a number of diverse and complex activities which, if done incorrectly, will cost the agency money and potentially missed opportunities.

The office, division and agency may be negatively impacted if substantial errors are found in the fiscal management of office resources through state or federal audits. Poor management of the office's resources would result in funding shortfalls which would require the elimination of program activities and staff. This in turn could lead to the state not meeting federal and state statutory requirements putting the state at further legal and financial risk.

The agency has a formal primacy agreement with EPA to carry out federal drinking water regulations. Significant and persistent errors made by the incumbent in this position could result in not meeting expectations, deterioration of the co-regulator relationship, and loss of primacy and EPA funding. Failure to properly report data accurately and in accordance with the agreement could cost office money and compromise ODW's integrity and reputation.

Failure to ensure adequate coordination and consistency with public disclosure requests or compliance actions could create legal or political consequences.



Appointing authority responsibilities require detailed knowledge of union contracts, personnel policies and personnel laws. Sensitive personnel issues not properly addressed could result in grievances or civil suits filed against the agency.

Financial Dimensions

Describe the type and annual amount of all monies that the position directly controls. Identify other revenue sources managed by the position and what type of influence/impact it has over those sources.

Operating budget controlled.

This position is accountable for ensuring accurate and adequate development and management of the office's entire operating and capital budget, requiring a high degree of performance, strategic and financial planning and financial management oversight. The operating budget is as follows:

Budget - \$15 million annual operating budget and 112 FTEs

Grants – 7 federal grants per year with multiple open at one time

Fees - \$3.9 million in permit, certification, waiver, review, and surcharge fees

Contracts – 103 contracts and interagency agreements

\$1.4 million for salary, benefits, goods & services, contracts and equipment carried out at the agency level (HTS) for IT services. The director must ensure responsible prioritization of funds, oversight, and audit-accurate spending of the federal dollars that fund these activities.

Other financial influences/impacts.

- This position is accountable for all state, federal grants, dedicated accounts, and fee funding sources that support the program, including more than 103 contracts to local health and technical assistance providers. The position is also accountable for the \$69 million capital budget with a \$850 million revolving fund that supports water utilities in the state to make infrastructure improvements. This position highly influences the amount of federal dollars received by ensuring an adequate assessment of capital infrastructure improvement needs of water utilities across the state (every four years – federal needs assessment). The results of that assessment determines Washington's share of the State Revolving Fund load program dollars; 31 percent of which fund a significant portion of our drinking water program.
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Supervisory Responsibilities

Supervisory Position: Yes ☒ No ☐

If **yes**, list total-full time equivalents (FTE's) managed and highest position title.

This position assists in the management of the Office's 98 employees, and directly supervises 3 employees currently.

- EP4 –Strategic Planning and Performance Management Coordinator
- WMS2 – Water Quality and Data Management Manager
- MA4 - Business and Regulatory Information Steward and Liaison to Health Technology Solutions -

Decision Making and Policy Impact

Explain the position's policy impact (applying, developing or determining how the agency will implement).

This position serves as a high-level leader. The incumbent consults with senior DOH managers and participates in inter-and intra-agency committees that develop division and office policies and priorities; deals with emerging policy



issues and recommends changes to managers. The position leads the implementation of new policies and procedures in the office. The incumbent consults with public health leaders and other constituents, directors and managers from other DOH divisions, other state and federal agencies, and other interest groups/stakeholders to initiate, develop and coordinate policy and planning issues.

Is the position responsible for making significant recommendations due to expertise or knowledge? If yes, provide examples of the types of recommendations made and to whom.

Yes. This position brings forward high-level recommendations to Office Director for consultation and decisions on major office policy, personnel and budget issues potentially impacting all office programmatic areas and other offices within the division. This position needs a broad background in budgeting and general administrative support functions.. This position also needs to have a strong working knowledge of office, division, and agency policies and procedures related to personnel, budgeting, IT and other administrative service functions.

Explain the major decision-making responsibilities this position has full authority to make.

This position has the authority to approve and/or manage all personnel actions; approves travel requests, procurement requests, and other requests for payments; interprets and oversees office implementation of division/agency and office policy; reviews and approves sensitive correspondence; assigns staff from across the office to division projects, and manages the performance of these activities.

Describe whether decisions are of a tactical or strategic nature and how decisions are made. For example, is there known precedent, is it somewhat unfamiliar, or unknown and unexplored?

Decisions are both tactical and strategic in nature. Tactical decisions include day-to-day activities to manage the administrative functions and supervise staff in order to complete priority work assignments, respond to emergencies and be responsive to internal and external partners' needs. Strategic decisions include the development of work priorities and strategic plans, taking into account the needs of staff and partners, available resources, and emerging issues. Decisions are based on extensive knowledge of office resources, priorities, and capacity.

What are the risks or consequences of the recommendations or decisions

Misallocation of resources could have a limiting effect on the office's ability to protect the public health. Faulty personnel decisions may result in significant financial and legal impacts.

Qualifications – Knowledge, Skills, and Abilities

List the education, experience, licenses, certifications, and competencies.

Required Education, Experience, and Competencies.

- Three years of progressively responsible experience in staff supervision, coaching or mentoring.
- Three years of experience working collaboratively with teams to clarify roles and responsibilities.
- Demonstrated experience in performance management, budgeting, personnel management, or IT.
- Proficiency using Microsoft Excel, Outlook, PowerPoint, and Word.
- Demonstrated ability to effectively communicate to a variety of audience in a variety of styles and methods.

Competencies:

Self-Development: Aware of strengths and limitations, seeks feedback and knowledge to continually learn and grow from their experiences. Transparent with leadership and teams about their growth areas.

Employee Engagement: An approachable, outward leader who seeks to understand all perspectives and leverages differing opinions and experiences. Consults, advises, and provides tools to employees and managers to help resolve interpersonal communication issues.



People-Centered: Has a passion for public health and leads with a customer focus. Incorporates the perspectives of underserved and unrepresented communities in decision-making processes. Leads with employer of choice values in making decisions that support our business needs, communities we serve, and employees that perform our work.

Leadership Excellence: Proactively develops the talent in their area; provides ongoing constructive performance goals, objectives, and development plans; and ensures ongoing performance feedback. Ensures accountability and success through continuous improvement, coaching, and recognition. Clearly articulates an office vision and expectations to the team and garners support. Possesses courage to address serious performance issues. Responds quickly to address harassment, discrimination, or any behaviors that threaten our respectful and inclusive work environment.

Trusted Team Player: Gains the confidence and trust of others through honesty, integrity and professionalism. Works as a collaborative and dependable team member and ensures others' needs are heard. Demonstrates organizational and political awareness, relationship building skills, and effective decision-making in day-to-day operations and in response to drinking water emergencies. Trusted advisor and leader when activated for emergency or incident response.

Preferred/Desired Education, Experience, and Competencies.

Education

Bachelor's degree involving a major study in public health, environmental health, environmental engineering, public administration or a closely related field

Experience:

- Three years of progressive experience leading and managing environmental or environmental health programs which includes demonstrated experience using both regulatory and technical assistance approaches.
- Five years progressively responsible experience in staff supervision, coaching, and mentoring.
- Experience with federal Safe Drinking Water Act programs and requirements.
- Advanced project management and analysis, and problem-solving experience.

Technical Knowledge: In-depth knowledge and understanding of public and environmental health principles, programs and current issues; personnel planning, evaluation, and management principles; state budget and strategic plan development, program assessment, and performance measurement.

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Working Conditions

Work Setting, including hazards:

The duty station for this position is Tumwater, WA. Due to the COVID-19 pandemic, telework (mobile-work) is currently expected. When approved to return, the incumbent will be expected to report to the duty station for work activities – Mobile-work frequency will be subject to supervisor approval.

Must be willing and able to work in a frequently stressful environment with multiple assignments, priority deadlines, and occasionally stressful emergency response conditions.



Schedule (i.e., hours and days):	Position is overtime exempt. Typically works Monday through Friday and must be willing to work in excess of 40 hours per week including evenings and weekends to meet business demands and deadlines.
Travel Requirements:	In-state and out-of-state to attend training, meetings and conferences as needed. Must be willing to travel alone or with another person, by car or air, overnight or for several nights.
Tools and Equipment:	Office duties require the use of standard office furniture and equipment (personal computer, tablet, phone, printers and other routine office equipment).
Customer Relations:	Must be willing and able to meet with and interact successfully with other office directors, section supervisors; agency staff; federal, state, local, and tribal agencies; professional organizations; external stakeholders and members of the public
Other:	Must be willing to work in a smoke-free, drug- free, alcohol-free, scent neutral environment. Must be willing to participate, as needed, in all hazards emergencies and when the agency's emergency response center is activated.

Acknowledgement of Position Description	
The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.	
Date: 06/30/2021	Supervisor's Signature (required): /s/ Mike Means
Date: 6/30/2021	Appointing Authority's Name and Title: Lauren Jenks, Assistant Secretary Signature (required): /s/ Courtney L Dutra
As the incumbent in this position, I have received a copy of this position description.	
Date:	Employee's Signature:

Position details and related actions taken by Human Resources will be reflected on the Position Evaluation Summary form.

