

SNOHOMISH COUNTY JOB DESCRIPTION

CONTINUOUS IMPROVEMENT DIRECTOR

Spec No. 1170

BASIC FUNCTION

To lead countywide continuous improvement initiatives and strategies. To transform County processes and systems to improve both customer service and operational excellence.

STATEMENT OF ESSENTIAL DUTIES

1. Plans, organizes, coordinates, and directs continuous improvement project teams within the county with an emphasis on improvements to county-wide processes.
2. Develops and implements countywide continuous improvement organizational plan to create and sustain a culture of continuous improvement. Evaluates and updates plan annually.
3. Identifies and directs actions to remove barriers to communication, cooperation, and coordination among and between Executive departments and divisions.
4. Provides leadership and project management expertise for long-term development projects of strategic value to the county.
5. Provides subject matter expertise regarding county processes and code requirements to identify potential solutions to complex challenges across departments.
6. Facilitates meetings, provides training, and directs the work of consultant and staff teams engaged in process improvement initiatives.
7. Serves as a liaison to various technical advisory committees, interest groups and state and local agencies; provides information and technical assistance to citizens, municipalities, and special purpose districts.
8. Advises the Service Technology Excellence Program (STEP) Steering Committee to maximize efforts at every level of county government to implement a continuous improvement model.
9. Engages with the community to identify and then implement ideas and expertise into the county's continuous improvement efforts.
10. Works with Labor Unions and others on creating effective strategies to ensure the support and participation of the county's labor unions in the continuous improvement process.
11. Drives continuous improvement culture change through knowledge sharing, vocal advocacy, and visible hands-on leadership.

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STATEMENT OF ESSENTIAL DUTIES (Continued)

12. Oversees the development and evolution of continuous improvement methodology and training curriculum.
13. Promotes good customer service and public relations; coordinates special programs and projects with other county departments and outside agencies as required.
14. Participates in public meetings and hearings before the County Council and Hearing Examiner; makes presentations before the County Council and coordinates activities with the Council.

STATEMENT OF OTHER JOB DUTIES

15. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in business administration, public administration, or related field; AND five (5) years of management experience; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities.

PREFERRED QUALIFICATIONS

Experience in local government administration and continuous improvement models preferred.

LEAN business improvement, Six Sigma or other process improvement experience or certification is preferred.

KNOWLEDGE AND ABILITIES

Knowledge of:

- experience as a Lean leader and/or practitioner in applying Lean thinking, concepts and methods with measurable improvement results
- management-level experience in a large organization, with experience leading and deploying Lean strategies enterprise-wide
- vision, strategic outlook and planning abilities
- leadership qualities and ability to lead
- sensei-level grasp of and experience with Lean concepts and methods
- analytical thinking
- coaching and working with senior leadership
- interpersonal, communications, and political skills

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KNOWLEDGE AND ABILITIES (Continued)

- process management
- performance measurement/management experience
- written and oral presentation skills in a variety of formal and informal settings, both inside and outside the organization

Ability to:

- develop, support, and inspire others to participate and contribute to a shared vision of customer service, integrity, and accountability
- build effective teams and lead diverse groups to consensus
- organize people and activities to accomplish strategic work plans
- navigate complex political environments while holding true to core vision and spirit of Lean transformation
- inspire trust and confidence
- lead people in complex work activities
- drill to the root cause and arrive at rational solutions
- plan, organize, coordinate, inspire, and direct the operations and activities of personnel across department lines
- drive accountability for results
- establish and maintain effective work relationships with public officials, higher level management, associates, subordinates, employees of other agencies, and with the general public
- communicate effectively both orally and in writing
- prepare a variety of correspondence, reports, and other written materials
- work under pressure and manage workload

SUPERVISION

The employee reports directly to the Executive Chief of Staff or other director as assigned. Considerable independent judgment is exercised in resolving administrative and technical problems. Performance is evaluated through results obtained.

WORKING CONDITIONS

The majority of the work is performed in the usual office environment with occasional field trips to locations throughout the county. The employee may occasionally be required to work evenings, weekends, and holidays as circumstances dictate.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: January 2017

EEO Category: 1 - Officials and Administrators

Pay Grade: 113 - Management Exempt Pay Plan

Workers Comp: 5306 Non-Hazardous