

Metropolitan King County Council

Position Description



Position: Communications Manager	Position Number:
Department/Site: Office of Law Enforcement Oversight (OLEO)	FLSA: Exempt
Approved by Council: September 26, 2016	Salary Grade: 125

Summary

The Communications Manager (“Manager”) position is responsible for facilitating internal and external communications on behalf of OLEO. This includes establishing and implementing a community outreach program within OLEO. The Manager takes a lead role in communicating with the residents of King County served by the King County Sheriff’s Office (KCSO) to raise awareness about the work of the Office of Law Enforcement Oversight (OLEO). The Manager will build relationships with populations served by the Sheriff’s office. The Manager provides information about KCSO and the complaint process is responsible for ensuring that residents throughout King County’s diverse communities become familiar with OLEO as a resource and understand its role in police oversight. The Manager reports to the OLEO Director or his/her designee.

Distinguishing Career Features

The Manager develops and implements strategies to open lines of communication between OLEO and the public it serves. The Manager requires a demonstrated ability to facilitate communication among diverse groups of individuals about sometimes challenging topics like police and community relations. Successful candidates will have direct experience planning and conducting outreach around King County and cultivating relationships with community leaders. The Manager will also help facilitate communications within OLEO, with the legislative branch and throughout King County.

Essential Duties and Responsibilities

- Develop and implement an outreach program for Office of Law Enforcement Oversight (OLEO) focusing on communities served by the King County Sheriff’s Office (KCSO).
- Facilitate successful internal communications within OLEO and in its relationships with the Legislative Branch and throughout King County.
- Form partnerships with community organizations and King County agencies to identify opportunities for public input and exchanges between OLEO and communities served by KCSO and/or OLEO.
- Increase knowledge among all stakeholders about the role and responsibilities of OLEO and CCIO.
- Solicit input and facilitate discussion with Council members, the King County Sheriff, the County Executive, the CCIO, the OLEO Director and staff to identify community police oversight policy issues, initiatives, and programs/projects that are of concern to residents of King County and policy makers.
- Provide staffing to the Citizens’ Committee on Independent Oversight (CCIO). Help develop and guide its strategic plan, meet its goals and fulfill its duties.
- Develop and maintain OLEO’s website to ensure information available to residents of King County is up to date.
- Develop written web content, pamphlets and other materials to keep the public informed of OLEO’s work.
- Coordinate or prepare a variety of documents including, but not limited to, contracts, projects,

reports, studies and exhibits.

- Develop systems to monitor and measure program results, and evaluate its success in meeting OLEO's goals and mandate.
- Develop and implement procedures/protocols and management controls for the program and coordinate within OLEO to ensure compliance with County policies and appropriate integration with the office's operations, mandates and work plans.
- Ensure quality, proper execution and distribution of such documents. Track project milestones and reports.
- Perform other duties as assigned by OLEO Director that support the objective of the position and integrate with the goals of the office.

Qualifications

Knowledge and Skills

- Requires excellent verbal and written skills for OLEO's internal and external communications.
- Requires advanced knowledge of community outreach strategies and challenges.
- Requires advanced knowledge of the communities served by KCSO.
- Requires knowledge of police and community relations.
- Requires professional knowledge or experience in public relations, communications or related discipline and ability to successfully communicate with and educate the public on issues concerning police oversight.
- Requires well-developed human relations skills to advise and influence others, to lead and facilitate group processes, to gain trust when working with the general public, and to convey complex information to a diverse audience.
- Requires project management and program evaluation skills.
- Requires understanding of various communication and dissemination techniques and methods including alternative ways to inform via written, oral and visual media.
- Requires basic knowledge of human behavior, individual differences in ability, personality and interests, learning styles, and motivation.
- Requires advanced knowledge of the structure and content of the English language to employ a variety of writing techniques that inform diverse audiences.

Abilities

- Requires the ability to carry out the functions of the position and effectively plan and implement program activities.
- Requires the ability to work collaboratively with numerous stakeholders and facilitate group processes and review effectiveness of group discussions, problem solving, consensus building and action plans.
- Requires the ability to convert complex public/community issues and convey them in a way that enables and enhances understanding.
- Requires ability to solicit input and identify the public policy issues to be presented, synthesized, and conveyed to policy makers, community groups, residents of King County and CCIO in a way that promotes open and constructive discussion and feedback. This includes collaboration with the King County Sheriff's Office to reach a variety of audiences and stakeholders to facilitate community input on relevant police policies and practice.
- Requires the ability to plan and implement activities such as large group meetings, community events, and news conferences.
- Requires the ability to write professional content clearly and concisely and prepare and present visually appealing written communications.
- Requires the ability to work under deadline pressure.
- Requires confidentiality and the ability to work on sensitive matters.

Physical Abilities

- This position requires significant time out of the office, driving throughout King County to interact with the communities served by OLEO.

Education and Experience

The position requires at least five years professional experience in a community service environment administering community-based programs involving coordination with volunteers and other stakeholders.

Licenses and Certificates

Requires a valid driver's license. The Communications Manager must complete a criminal background check before employment. (Ordinance 16511)

Working Conditions

Work is performed indoors where minimal safety considerations exist.