



MEDICAL EXAMINER SERVICES MANAGER

Department: Medical Examiner's Office

Job Class #: 157700

Pay Range: Executive 05

FLSA: Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is a highly responsible senior management position. The Medical Examiner Services Manager has management responsibility for services and activities that support the Medical Examiner and assumes the overall responsibility of project management and business process analysis. The position functions as the department service delivery ombudsman, providing leadership and resolving sensitive and controversial issues. The position has overall responsibility for the management of all non-medical issues, including information technology services, emergency management, records management, budget development and fiscal activity.

ESSENTIAL FUNCTIONS:

- Participate in and support development, measurement and execution of the mission, goals, and objectives of the department and Pierce County. Ensure consistent interpretation of application of laws, rules, policies and procedures. Develop and implement operating procedures consistent with established parameters and guidelines.
- Promote service excellence by improving service delivery, responding to information requests, research citizen concerns and complaints regarding Medical Examiner operations and policy, assist in the resolution of complaints, and ensure effective communication with the public.
- Develop, review and recommend modifications to organizational structure, tasks, and functions to assure that responsibility, authority and accountability of each work section is clearly defined, documented and communicated.
- Coordinate multiple sections of the department in analysis, implementation, and enhancement of work processes. Assist with documentation of processes for teams and department. Coordinate and assist in the development of the departmental data and business process models and related functions. Provide leadership and oversees special projects, ensuring appropriate deadlines are met.
- Oversee the Information Technology functions and determine computer needs, convey requirements and coordinate implementation for business processes, workflow design, PC and network support, software solutions, database management, and County internal and external website design and development.
- Develop strategies to solicit and obtain grant funding.
- Develop emergency management planning strategies, coordinating with local government and military personnel, Disaster Mortuary Operations Team, Northwest Healthcare Response Network and agencies for continuity of operations, emergency preparedness, and coordination of response training exercises.
- Maintain jurisdictional relationships with the Tacoma Pierce County Health Department, state and federal agencies, Madigan Army Medical Center, Fort Lewis Army CLEAR team, University of Washington Public Service Clinic, University of Washington School of Medicine, Pierce-King County Health Coalition, Washington Association of Public Records, and other agencies.
- Oversee the department accreditation process with the National Association of Medical Examiners (NAME), maintain compliance with NAME standards, develop performance goals for the department and implement strategies to achieve and maintain the goals.
- Represent the department at meetings, conferences, and public appearances, liaison for department legal counsel, and oversee department public records requests. Establish and maintain effective working relationships with County officials, employees and the public.

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- Oversee department records management to ensure compliance with established policies and local laws, maintain records retention, records transfer and destruction, and liaison for the Pierce County Records Committee and the Washington State Archives.
- Oversee and recommend security improvements, design and implementation, manage department security surveillance systems, and authorize employee access.
- Participate in recruitment and make recommendations for the selection of staff; oversee employee training and staff development programs. Evaluate the need for employing temporary hires and outside consultants, including preparation, review, and evaluation of performance.
- Responsible for the preparation and presentation of the budget and its subsequent cost control and monitoring, determine priorities on budget items, approve expenditures in accordance with budget allocations; approve budget transfer requests and has authority to evaluate fiscal system performance and make ongoing adjustments.
- Manage, supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow. Assign, review and approve the work of subordinate staff; investigate grievances involving subordinates and recommend resolution; recommend hiring, promotional and disciplinary actions; approve leave requests and overtime; and provide adequate coverage during staff absences.
- Support County negotiations with bargaining units, manage employee reasonable suspicion testing and department drug and alcohol program, and manage compliance with employee follow-up agreements.
- Conduct performance evaluations and develop performance measures and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within established working conditions.
- Work a flexible schedule, which may include evenings, weekends and holidays.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: The Medical Examiner Services Manager reports to the Medical Examiner and serves as a member of the management team. Work is performed with considerable latitude for independent action and judgment. Work is reviewed periodically for compliance with governing laws and regulations, policies, and procedures. This position is responsible for direct and indirect supervision of personnel.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounter while performing the essential functions. The Medical Examiner Services Manager typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Ability to travel to various worksites and to attend meetings away from the regular work site is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, suiting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. The ability to travel to various work sites and to attend meetings is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Governmental organization, rules and regulations, County code and regulations related to departmental operations, relevant federal, state and local laws, related departmental policies, procedures, and bargaining agreement provisions.
- Principles and practices of service delivery, including planning, coordination, monitoring, evaluation, and problem solving, leadership, goal setting and performance management.
- Fiscal and budget management, grants, contracts, and request for proposal process.
- Supervisory and quality management techniques and principles of public administration, organization, personnel management and employee supervision.
- Emergency management development, planning, coordination, and problem solving
- Comprehensive records retention systems and all applicable records retention rules and regulations.
- Pierce County financial applications, security applications, records management applications, employee timekeeping applications, employee training applications, and information technology applications.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies, and procedures and in effective problem-solving.
- Project and program management, development, and implementation.
- Promoting mutual respect and acceptance of all workers in a diverse work group.

Ability to:

- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a management and/or administrative nature in support of the department/County goals and objectives.
- Plan, establish goals and objectives, and provide strategic direction.
- Develop and implement administrative procedures and evaluate their effectiveness and efficiency.
- Exercise sound independent judgment in the interpretation of departmental policies and procedures.
- Establish and maintain effective working relationships with department directors, County officials, contractors, other local government officials, employees and the public.
- Work under stress and maintain composure when confronted with adverse situations.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Effectively plan, assign, evaluate, and supervise staff.
- Understand and follow written and verbal instructions.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Physically perform the essential functions of the position.
- Meet the travel requirements of the position.

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MINIMUM REQUIREMENTS TO APPLY:

Graduation from a four-year college or university with a Bachelor's degree in public or business administration or a related field and five (5) or more years of progressively responsible related experience that demonstrates the ability to perform the essential functions of the position with at least two years in a managerial/supervisory capacity required. Any combination of education and experience may substitute for the minimum requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Must possess a valid Washington State driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position. Ability to successfully complete Pierce County background investigation which includes a criminal history investigation (limited to the last 10 years) prior to starting employment.