



**SPECIAL ASSISTANT TO THE EXECUTIVE FOR BUSINESS SERVICES**

**Department:** Economic Development  
**Job Class #:** 048700  
**Pay Range:** Professional 09

**FLSA:** Non-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 professional and administrative work in the Economic Development Department. An employee in this classification provides assistance, advice, and direction to businesses relocating to or expanding within Pierce County. Work includes responding to inquiries, comments, complaints and concerns about county services, policies, and procedures; providing process advocacy, information, and referrals; performing and/or coordinating investigations to resolve problems. Work is performed under the general direction of the Economic Development Director. The Special Assistant to the Executive for Business Services (SA) will work directly with the County Executive on matters requiring Executive action. The SA often deals directly with the Planning and Public Works Director or designee, the County Executive and his/her staff, and County Council either on behalf of businesses or as a representative of the County Executive and/or Economic Development Department.

**ESSENTIAL FUNCTIONS:**

- Serves as a liaison between businesses wishing to relocate to or expand within Pierce County and the County's Planning and Public Works Department. Provides assistance and guidance to firms in order to facilitate timely issuance of building permits, resolving land use issues, and additional assistance as needed. Coordinates requests by the Planning and Public Works Department for additional information needed from commercial applicants in order to process permits. Provides information and guidance to potential applicants on process and timing of permit issuance. Provides technical assistance so that applications are made in the form and with the quality of content needed to facilitate permit issuance.
- Acts as liaison for citizens interacting with the County for complaint resolution or to secure equitable service delivery. The work entails frequent personal contact with business owners and managers, County departments, agencies and community groups for the purpose of mediating and resolving conflicts or concerns, or to timely process requests for information.
- Receives and processes complaints, inquiries, and requests for service from citizens, the media, and other agencies. Provides advice, information, referrals, and referral oversight to all of the above regarding County services/policies and procedures. In response to inquiries, represents the County's position on current issues to individuals, groups, and the media.
- Investigates allegations of substandard County service or recurring problems; researches and analyzes County laws, policies and rules; coordinates and negotiates with management of County departments as necessary to resolve problems.
- Acts as an advocate for business owners and managers having difficulty in securing services from any county department.
- Prepares correspondence, reports and other informational materials regarding policies, procedures and services in response to inquires and complaints.

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#### **ESSENTIAL FUNCTIONS: (continued)**

- Provides recommendations to the Economic Development Department Director for changes/additions to County ordinances, policies, and procedures in order to address emerging service problems, and to avoid the recurrence of complaints.
- Defines emergent issues and notifies the County Executive, Economic Development Department Director, and Director of Planning and Public Works as appropriate. Develops recommendations for strategies for handling issues, making policy recommendations and proposing procedural changes to ameliorate problems. Consults with County staff regarding the impact, effectiveness, and problems involved in addressing service delivery needs.
- Develops, implements, and manages a tracking system for complaints and resolutions. Develops criteria for complaint case management, processing procedures and reports. Reports, emergent issues, and program assessment will be shared with other County departments as appropriate.
- Promotes Countywide service excellence by assisting in improving service delivery, responding to service and information requests, resolving complaints, and providing leadership on interdepartmental teams to address emerging issues.
- Facilitates meetings with citizens, community organizations and County staff in order to solve broader problems and resolve conflicts. Attends community meetings to ascertain and track complaints and concerns and facilitate resolution.
- Prepares and distributes resource materials to inform existing and potential taxpayers of government processes and issues.

#### **OTHER JOB FUNCTIONS:**

- Performs other job functions as assigned.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of land use and permitting.
- Knowledge of policies, functions and procedures of County Departments.
- Knowledge of research methods, program analysis, and report preparation.
- Knowledge of rules and regulations regarding public disclosure.
- Knowledge of mediation, problem solving, investigation, and analysis techniques.
- Knowledge of methods and procedures of record keeping and business correspondence, office procedures, and computer operations.
- Knowledge of functions and services performed by various State and Federal agencies.
- Ability to perform responsible and difficult administrative and public contact work involving the use of independent judgement, personal initiative and confidentiality.
- Ability to write clear, concise letters, memoranda and reports.
- Ability to understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.
- Ability to work tactfully and cooperatively with other departments, County officials, outside agencies, community groups and the public. Ability to communicate clearly and concisely, both orally and in writing. Provides a high level of service at all times; project and maintain a professional and positive image on behalf of Pierce County and with those contacted in the course of work.

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#### **KNOWLEDGE, SKILLS AND ABILITIES: (continued)**

- Ability to anticipate customer needs and give high priority to customer service and satisfaction.
- Ability to interpret and explain to the public policies, procedures, laws and regulations.
- Ability to effectively perform multi-tasking of assigned duties.
- Ability to physically perform the essential job functions.
- Ability to meet the travel requirements of the position.

#### **RECRUITING REQUIREMENTS:**

Bachelor's degree in communications, public administration, public relations, business administration or a related field and three years of increasingly responsible public sector experience is required. Prefer experience at the County level, in community outreach, communications, public information and/or mediation, or a building department. Additional experience and/or education may substitute for the recruiting requirements. Valid Washington State driver's license or ability to obtain one is required.