



King County Project/Program Manager II

SALARY	\$45.03 - \$54.43 Hourly \$93,662.40 - \$113,214.40 Annually	LOCATION	Seattle, WA
JOB TYPE	Career Service, Full Time, 40 hrs/week	JOB NUMBER	2024TB21686
DEPARTMENT	MTD - Metro Transit	DIVISION	Mobility
OPENING DATE	05/16/2024	CLOSING DATE	6/6/2024 11:59 PM Pacific
FLSA	Non-Exempt	BARGAINING UNIT	C4 : PROTEC17-P&T-MTD
FULL- OR PART-TIME	Full Time		

Summary

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This position is open to current King County employees and the general public.

King County Metro Transit's Market Innovation Section is **hiring two (2) Project/Program Manager IIs** to join the Market and Business Development (MBD) Group. One position is a Career Service (CS) Project/Program Manager II, and one position is a 2-year Special Duty Assignment (SDA)/Term Limited Temporary (TLT) Project/Program Manager II, with the potential to extend. In addition, this selection process **may be used** to generate an eligibility pool for future career service, special duty assignment, TLT (Term Limited Temporary), or STT (Short Term Temporary) vacancies that may occur in this classification within this workgroup. The eligibility pool will be retained for 12 months from the date of posting **and may be used at the discretion of the hiring authority.**

About the Market and Business Development Group

Market and Business Development (MBD) includes three teams: Business Programs Team (BPT), Transportation Demand Management (TDM), and Fare Policy Team. These teams promote access to transit through education, outreach, data analysis, fare policy, and a variety of other tools, with a strong emphasis on where needs are greatest. The team develops tools, products, and community-based campaigns to influence travel choices, remove transportation barriers, and promote behavioral change.

Both immediately open Project/Program Manager positions are on the **Transportation Demand Management (TDM) Team** within the Market and Business Development (MBD) Group. The TDM Team is responsible for identifying and implementing ways to remove or reduce barriers to mobility for people across King County in order to expand access to transit and other sustainable and active transportation options through a variety of programs and tools, including outreach, education, marketing and incentives.

The **Career Service (CS) Project/Program Manager II position** will support a number of projects across the Transportation

Demand Management program, including building and maintaining partnerships with jurisdictions and community-based organizations to deliver TDM programming at the local level, supporting regional TDM campaigns in sync with major regional transit system expansions and Metro service changes. This position will also support the **Employee Transportation Program (ETP)** that administers transportation benefits for all 16,000+ King County employees and requires a high level of responsiveness and customer service acumen.

The **SDA/TLT Project/Program Manager II position** will support the **Youth Mobility Program (YMP)**, which works to increase access to mobility options for young people through outreach and engagement with youth and their caregivers. This position will also maintain and build new relationships with school districts and community-based organizations to also reach youth, requiring excellent communication and engagement skills, a strategic mindset, and experience working with youth or on youth-centered programs. The candidate will also be knowledgeable about effective mechanisms for conducting outreach and education among youth populations, particularly where needs are greatest.

All PPM II positions within MBD require the ability to build relationships with a diverse group of internal and external stakeholders and customers while exemplifying fairness, strong listening skills, conflict resolution skills, approachability, and the ability to promote a collaborative work environment. MBD PPM IIs must also have the skills to network internally and externally to deliver excellent customer service and develop program content. Filling these positions is critical for MBD to maintain and enhance our role in ensuring Metro stays in the forefront of advancing equity and mobility in our region.

Job Duties

Project/Program Manager II (PPM II) staff work with internal and external stakeholders to design and implement projects that increase access to transit across our communities, with a strong emphasis on where needs are greatest across King County. PPM II roles work on MBD's Transportation Demand Management (TDM) Team and will support a variety of mobility program initiatives. This includes education and outreach, identifying and removing barriers to mobility options, and tools to shift behavior from single occupancy vehicles to other modes of travel.

Applying equity and social justice principles is a daily responsibility and foundational expectation for all King County employees. In this role, you will apply ESJ principles that exemplify shared values, behaviors, and practices to all aspects of the work.

As a PPM II you will:

- Demonstrate a commitment to ESJ and apply the agency's shared values of promoting equity, safety, sustainability, and a diverse and inclusive work environment.
- Demonstrate a high degree of client and stakeholder relationship management, with the capacity to build partnerships, provide consultation, and demonstrate the ability to understand and provide advice on complex transportation policy and product issues.
- Manage and/or assist with MBD initiatives and key elements of program delivery, including grant applications, detailed project planning and tracking, development of consultant requests for proposals (RFPs) and/or bid specifications, budget and contract management, invoice processing, report writing, and the collection and analysis of data and metrics to evaluate the success and impact of programs.
- Build relationships with and support outreach to internal and external stakeholders, including other Metro teams, contractors, jurisdiction representatives, elected leadership, businesses, schools, and a variety of community and transportation-related organizations.
- Represent King County Metro in a wide range of team settings, including inter-agency collaborations, project meetings, professional conferences, and internal and external settings with stakeholders, agency partners, customers, and leadership.
- Establish and nurture customer and community relationships, including providing ongoing customer service and communication using creative problem-solving and proactively checking in with customers to discuss mobility needs and how Metro is meeting those needs.
- Understand Metro's products and services and educate customers about Metro products and services.
- Contribute to presentation and content development and distribution of customer informational materials, including management of the transcreation process.

- Use communication skills and good judgment to escalate issues, assist with problem-solving and/or issue resolution, and request assistance.
- Perform other duties as assigned.

Experience, Qualifications, Knowledge, Skills

To be considered eligible for the PPM II role on the MBD team, candidates must demonstrate that they possess the following **MINIMUM QUALIFICATIONS:**

- A Bachelor's Degree in any field AND two (2) years of work experience in a related field OR any combination of experience and education that provides the applicant with the skills, knowledge, and abilities required to perform the duties of this job.
- Strong communication skills, with a demonstrated capacity to present complex information, program updates, and reports and to understand customer needs.
- Strong analysis, critical thinking, and evaluative skills to be able to interpret technical information and data, develop reports, and create actionable plans.
- Have high Emotional Intelligence and the ability to nurture relationships and facilitate engagement with stakeholders, coworkers, intra- and inter-agency project teams, and cross-functional teams.
- Ability to promote an equitable, diverse, and inclusive work environment while
- working collaboratively with a diverse group of individuals from a variety of positions, backgrounds, and viewpoints.
- Organizational and project management skills, including budget and contract development, management, and understanding of financial concepts.
- Work effectively under pressure, manage numerous programs/projects/initiatives, have a proactive work style, and demonstrate curiosity, creativity, excellent customer service, and a strategic mindset.
- Ability to work independently and as a part of cross-agency teams to manage numerous projects and priorities simultaneously on defined timelines in a fast-paced and values driven environment.
- Must be able to set priorities, meet deadlines, organize work assignments, and operate with strong attention to detail.
- Excellent oral and written communication skills are required, including the ability to present persuasive information to develop partnerships, negotiate agreements, and pursue joint opportunities. Must be able to communicate technical information to non-technical audiences effectively.
- Experience using Microsoft Outlook, Teams, Word, PowerPoint, and Excel in a professional environment.

The most competitive candidates will also possess these **DESIRABLE QUALIFICATIONS:**

- Experience engaging a youth audience, conducting outreach, and developing communications efforts focused on youth, particularly where needs are greatest.
- Experience working with public agencies, community-based organizations, and/or local governments. Understanding of governmental structures and/or the political environment.
- Understanding of Metro and/or transportation products and services focused on encouraging the use of transit and alternative mobility options.
- Familiarity with and/or demonstrated capacity to work with procurement processes, requests for proposals (RFPs), scope development, and vendor management.
- Demonstrated capacity to support grant application writing, grant and funds management, and grant reporting.
- Familiarity with local transit and mobility systems and products, key partners, and stakeholders.
- Experience designing or co-creating educational outreach materials for youth related to transportation, the environment, or related fields.
- Understanding of Metro's products and services focused on youth customers, including knowledge and understanding of the Free Youth Transit Pass program that launched on September 1, 2022.
- Experience using SharePoint, SmartSheet, or other program management software in a professional environment.
- Proficiency in multiple languages.

Necessary Special Requirements

- A valid Washington State driver's license within thirty days after hire, or the ability to travel throughout the County in a timely manner, is also required.

Supplemental Information

Who May Apply:

We are accepting applications from all qualified candidates. If you are interested in pursuing this position, please follow the application instructions carefully. If you need this announcement in an alternate language or format, would like to request accommodation or assistance in the application or assessment process, or have questions, please contact the recruiter listed on this job announcement.

Required Forms and Application Materials:

- **An online King County application**, updated with accurate [contact information](#) and all [relevant work history going back 10 years](#) (or more, if necessary), with all duties, dates of employment, and reasons for leaving explained clearly in the work experience section of the application.
- Complete all supplemental questions.

Current King County Employees: Be sure to include your current position and separately list each previous position you held at King County. If you have questions about this, please contact the recruiter.

Selection Process:

All required application materials will be screened for qualifications, competitiveness, completeness, communication skills, and responsiveness to the application instructions notated above. The most competitive candidates may be invited to participate in one or more panel interviews. Formal offers are finalized after candidates have successfully completed any necessary pre-employment processes, such as reference checks or internal record reviews. The SDA will also be dependent on approval by your current supervisor. Pay for SDA will be in accordance with Personnel Guidelines or the selected employee's collective bargaining agreement. Incomplete applications may be rejected as incomplete and not advanced in the process. The SDA will also be dependent on approval by your current supervisor. Pay for SDA will be in accordance with Personnel Guidelines or the selected employee's collective bargaining agreement. Incomplete applications may be rejected as incomplete and not advanced in the process.

Applicants who are unable to apply online should follow the instructions at [Application FAQ's King County](#). For guidance on how to complete these required materials, be sure to check out the Career Support Services website for tips and examples on how to make your application materials more competitive: [Career Support Services - King County](#).

Position information:

This recruitment will be used to hire one (1) Career Service (CS) Project/Program Manager II and one (1) 2-year Special Duty Assignment (SDA)/Term Limited Temporary (TLT) Project/Program Manager II position, with the potential to extend. In addition, this selection process **may be used** to generate an eligibility pool for future career service, special duty assignment, TLT (Term Limited Temporary), or STT (Short Term Temporary) vacancies that may occur in this classification within this workgroup. The eligibility pool will be retained for 12 months from the date of posting, **and may be used at the discretion of the hiring authority**.

Tentative Recruiting Timeline (Subject to change):

- Application screening: June 7 - June 18th
- First Interview (Zoom): June 26 -June 27th
- Second Interview (Zoom): 7/3

Union Representation:

The position is represented by PROTEC17: Professional and Technical Employees, Local 17

Class Code/Grade: 2441200 / 58

For more information regarding this recruitment, please contact Tracy Bylund at tbylund@kingcounty.gov.

Work Location:

This is a hybrid position. The main work site for this position is King Street Center, 201 S Jackson St., Seattle, WA 98104

Work Schedule

This position is non-exempt from the provisions of the Fair Labor Standards Act and is therefore eligible for overtime pay. Work hours are normally Monday through Friday, 8:00 a.m. - 5:00 p.m. Alternative work schedules may be considered. Work outside of the normal workday is required periodically.

Teleworking Requirement

The work associated with this position will be performed predominantly through telework, complemented with onsite work and meetings as needed. Employees must reside in Washington state and within a reasonable distance to their King County worksite to respond to workplace reporting requirements.

Employees will be provided with a County issued laptop and must maintain a home workspace with an internet connection where they can reliably perform work and remain available and responsive during scheduled work hours.

King County has a robust collection of [tools and resources](#) to support working remotely. The individual selected for this opportunity will join an innovative and progressive team that is redefining how we work as we transition to the department's hybrid environment.

Forbes named King County as one of Washington State's best employers.

Together, with leadership and our employees, we're changing the way government delivers service and winning national recognition as a model of excellence. Are you ready to make a difference? [Come join the team](#) dedicated to serving one of the nation's best places to live, work and play.

Guided by our "[True North](#)", we are making King County a welcoming community where every person can thrive. We value diversity, inclusion and belonging in our workplace and workforce. To reach this goal we are committed to workforce equity. Equitable recruiting, support, and retention is how we will obtain the highest quality workforce in our region; a workforce that shares and will help advance our guiding principles - we are one team; we solve problems; we focus on the customer; we drive for results; we are racially just; we respect all people; we lead the way; and we are responsible stewards. We encourage people of all backgrounds and identities to apply, including Native American and people of color, immigrants, refugees, women, LGBTQ+, people living with disabilities, and veterans.

King County is an Equal Employment Opportunity (EEO) Employer

No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation and pregnancy), age, genetic information, disability, veteran status, or other protected class. Our EEO policy applies to all employment actions, including but not limited to recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

To Apply

If you are interested in pursuing this position, please follow the application instructions carefully. If you need this announcement in an alternate language or format, would like to request accommodation or assistance in the application or assessment process or if you have questions please contact the recruiter listed on this job announcement.

Benefits

King County offers a highly-competitive compensation and benefits package designed to meet the diverse needs of our employees and support our employees' health and well-being. Eligible positions receive the following benefits and have access to the following programs:

- Medical, dental, and vision coverage: King County pays 100% of the premiums for eligible employees and family members
- Life and disability insurance: employees are provided basic coverage and given the opportunity to purchase additional insurance for both the employee and eligible dependents
- Retirement: King County employees are eligible to participate in a pension plan through the Washington State Department of Retirement Systems and a 457(b) deferred-compensation plan
- Transportation program and ORCA transit pass
- 12 paid holidays each year plus two personal holidays
- Generous vacation and paid sick leave
- Paid parental, family and medical, and volunteer leaves
- Flexible Spending Account
- Wellness programs
- Onsite activity centers
- Employee Giving Program
- Employee assistance programs
- Flexible schedules and telecommuting options, depending on position
- Training and career development programs

For additional information about employee benefits, visit our [Benefits, Payroll, and Retirement Page](#).

This is a general description of the benefits offered to eligible King County employees, and every effort has been made to ensure its accuracy. If any information on this document conflicts with the provisions of a collective bargaining agreement (CBA), the CBA prevails.

NOTE: Benefits for Term Limited Temporary (TLT) or Short Term Temporary (STT) positions, including leave eligibility and/or participation in the pension plan through the Washington State Department of Retirement Systems, will vary based upon the terms and details of the position. Short Term Temporary positions are not eligible for an ORCA transit pass.

For inquiries about the specifics of this position, please contact the recruiter identified on this job posting.

Agency

King County

Address

King Street Center
201 South Jackson Street
Seattle, Washington, 98104

Phone

206-477-3404

Website

<http://www.kingcounty.gov/>

Project/Program Manager II Supplemental Questionnaire

*QUESTION 1

Do you have A Bachelor's Degree in any field AND two (2) years of work experience in a related field OR any combination of experience and education which provides the applicant with the skills, knowledge, and abilities required to perform the duties of this job?

Yes

No

***QUESTION 2**

Please describe your experience. Include the name of the employer(s) where you gained this experience.

***QUESTION 3**

Use the space below to explain why this/these position(s) interests you and how you are especially well-qualified for it.

***QUESTION 4**

Please share your experiences with and understanding of equity and social justice. How would you apply these experiences and understanding in your approach to project and program management?

***QUESTION 5**

Please select the computer programs you have technical skills and working knowledge performing.

- MS Word
- MS Excel
- MS Outlook
- MS PowerPoint
- SharePoint

***QUESTION 6**

Please tell us which PM tools you've used and describe how you've used them.

***QUESTION 7**

Do you have experience engaging a youth audience, conducting outreach, and developing communications efforts focused on youth? If so, please tell us more about this experience. If not, please type N/A.

***QUESTION 8**

Are you applying to this position as an eligible current or previous King County Employee Priority Placement Program Participant? AND Is this position the same or lower percentage of full-time when compared to the position held at the point of the notification of layoff? AND Do you possess the skills and abilities to qualify for this position?

- Yes, I was given a layoff notice from my role at King County and I am within two years of the effective date of my layoff. Additionally, the position I was laid off from was the same or a higher percentage of FT status when compared to this one.
- No.

QUESTION 9

If you answered yes to the question above and you are applying for this position as a Priority Placement Participant, to be considered, you must provide the following three pieces of information in the space provided: 1. The title you held when you received your layoff notice 2. The department you worked in 3. The effective date of your layoff

* Required Question