



**CITY OF TACOMA**  
W A S H I N G T O N

**DEPUTY CITY MANAGER OF  
INTERNAL SERVICES**

**\$215,259 - \$303,056**

*Plus Excellent Benefits*

*Apply by*  
**February 5, 2023**  
*(first review, open until filled)*



## TACOMA, WASHINGTON



The City of Tacoma is nestled along the shore of Commencement Bay in Washington State and offers many community parks, miles of beautiful waterfront, hiking and biking trails, golf courses, museums, and a world-class zoo and aquarium. Tacoma also serves as a getaway to some of the most magnificent natural wonders in the world, such as Puget Sound, Mount Rainier National Park and Olympic Peninsula.

Working for the government is a rewarding opportunity to work with people who are passionate about making a real, tangible difference. You'll be surrounded by innovative leaders working on a variety of issues during this formative time in Tacoma's development. By working with us, you can play a part in shaping the future of the city.

For more information about the Tacoma area, visit [www.traveltacoma.com](http://www.traveltacoma.com)

### CITY OF TACOMA & THE CITY MANAGER'S OFFICE

The City of Tacoma operates under a Council-Manager form of government. The City Council is comprised of a Mayor and eight Council Members elected to serve four-year terms. As the policy making body of the City, the City Council serves as the link between the residents of Tacoma and their municipal government.

The City Manager ensures that the City's programs and operations meet the needs of Tacoma residents and serves as the connection between the City Council and City departments to ensure effective implementation of City policies. The Deputy City Manager of Internal Services role resides within the City Manager's Office with assignment to oversee various department, offices and functions including the following:

- Safety Office
- Office of Equity and Human Rights
- Office of Media and Communications
- Human Resources Department
- Finance Department
- Information Technology Department
- Customer Support Center/Tacoma First 311
- Liaison to the Municipal Court, Retirement Office and Library



### THE POSITION

Under the direction of the City Manager, the Deputy City Manager of Internal Services assists with the day-to-day administration and operations of internal services departments and functions as well as implementation of City Council priorities. Major responsibilities include consulting with and advising the City Manager on management of administrative matters and community and operational needs, leading the execution of administrative initiatives, and enacting complex policies and programs set by the City Council to fulfill the goals and objectives of the City.

### THE PRIORITIES

In anticipation of future retirements, the incoming Deputy City Manager of Internal Services will assist with executive level succession planning. This is a unique opportunity to be involved in building the City's core leadership team for the future.

Additionally, they will hit the ground running with several significant initiatives underway in the areas they oversee including implementation of SAP Now, enacting language access programs, and assisting with Charter Review.



## ROLLS AND ESSENTIAL FUNCTIONS

**Consults with and advises the City Manager on management of administrative matters, as well as community and operational needs:**

- Holds delegated administrative authority including supervision of office and department heads and review and approval of contracts, purchases, leave authorizations and other documents
- Leads execution of complex policies and programs set by Council to fulfill the goals and objectives of the organization
- Leads the formulation and execution of administrative policies
- Works closely with the City Manager and City Council in preparing and presenting programs and policies to support decision-making and policy direction
- Actively participates in the development of the City's strategic plan, budget and strategies to achieve goals and advance the organization to support and meet the needs of the residents and customers, both internally and externally
- Leads, guides and/or directs City staff in key initiatives, special projects, new programs, and complex policy development



**Provides oversight and leadership of a diverse portfolio of City departments and functions:**

- Supervises department/office directors and assigned staff; provides general direction to the programs and activities of assigned departments and offices; establishes goals, objectives, performance targets, budgets, resource allocations and expenditures for assigned internal services departments including Safety, OEHR, Media and Communications, Human Resources, Finance, I.T., and Customer Support Center/Tacoma First 311. Also acts as liaison to the Municipal Court, Retirement Office and Library.



- Completes appropriate personnel actions for direct reports
- Facilitates coordination between areas of responsibility and other City departments to maximize the effectiveness and efficiency of interdepartmental operations and activities
- Serves as key representative of City Manager's Office in the community
- Develops and sustains relationships with community leaders, businesses, industries, non-profits, churches, key stakeholders and government partners
- Meets and confers with community members to remedy problems and discuss City policies and procedures; responds to and resolves sensitive inquiries and complaints from both internal and external sources
- Represents the City Manager's Office on committees, task forces, and boards
- Guides budget development, adjustments, and monitoring
- Assists in guiding the City-wide allocation of funds, review of financial reports, budget development recommendations, presentations, and communications (both internally and externally)
- Oversees and monitors the City Manager's Office budget and allocation of resources
- Guides City Council meeting preparation, participation, and attendance
- Ensures Council agenda readiness including coordination with Council committee process, review and feedback on staff presentations, and advance briefings to Council as necessary
- Makes presentations to Council on high profile or cross-departmental topics, coordinates follow up

**Other Duties as Assigned:**

Serves as one of the City's second ranking administrative officers (after the City Manager) and may serve as Acting City Manager in the Manager's absence. Performs other duties as assigned.

**IDEAL CANDIDATE**

We are looking for an experienced executive-level leader with demonstrated experience leading a team of executives in internal services functions such as budget and finance, legal, human resources, information technology, etc. Ideally, the successful candidate will possess:

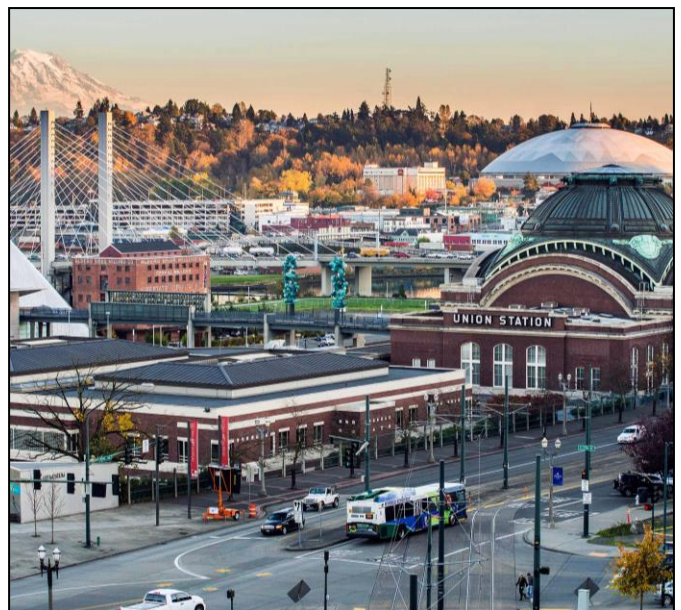
- A demonstrated commitment to anti-racist transformation in the workplace and delivery of services.
- Increasingly responsible experience in the management and administration of municipal government operations.
- Previous experience at the City Manager, Deputy City Manager, or Assistant City Manager levels or equivalent experience managing diverse, complex, internal service departments is desirable.
- Excellent communication skills, both orally and in writing. Candidates must have the ability to communicate clearly and effectively with the City Manager, City Council, City Staff, and the public. Strong listening skills with appropriate follow-up both verbally and in writing is sought.
- Proven experience overseeing the development of a budget and excellent financial acumen.
- Experience overseeing large, complex departments that are experiencing high levels of change.
- The ability to be flexible and pivot within one's role to accommodate a variety of work duties.
- Skill in presenting in front of a variety of groups, from the community groups, business community, and local organizations to the City Council.
- The selected candidate will have the ability to hit the ground running, get up to speed quickly, and display organizational awareness, political astuteness, and the ability to quickly absorb the City's working atmosphere.
- The ability to be administratively self-sufficient. This is an operational manager position who shares one support staff with the City Manager.

**EDUCATION & EXPERIENCE**

We are seeking candidates to serve as our next Deputy City Manager of Internal Services who possess a relevant combination of education, demonstrated experience, and skills in some or all of the following areas\*:

- Bachelor's degree in public or business administration or a directly related field and fourteen years relevant experience including prior supervisory and managerial experience.

*\*Studies have shown that women and people of color are less likely to apply for jobs unless they meet all of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one from a less traditional background. If you have transferable experience, please tell us about it.*



## COMPENSATION & BENEFITS

The salary range for this position is currently \$215,259 – \$303,056 Annually. The City offers a comprehensive total rewards package with one of the best pension packages in the market. For complete details, please explore the [City of Tacoma Benefits Guide](#) and [Tacoma Employee's Retirement System website](#).

For more information on the City of Tacoma, please visit:

[www.cityoftacoma.org](http://www.cityoftacoma.org)

The City of Tacoma is an Equal Opportunity Employer and values diversity in its workforce. Applicants are considered for positions without regard to race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation, gender identity, or any other basis prohibited by federal, state, and local laws. All qualified candidates are strongly encouraged to apply by **February 5, 2023** (first review, open until filled). Applications, supplemental questions, resumes, and cover letters will only be accepted electronically, and can be uploaded once logged in. **To apply:** go to [www.prothman.com](http://www.prothman.com), click on “**Open Recruitments**” select “**City of Tacoma, WA – Deputy City Manager of Internal Services**” and click “**Apply Online**” or click [here](#).



[www.prothman.com](http://www.prothman.com)

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