

Washington Management Service (WMS) Position Description

For assistance completing this form, contact your WMS Coordinator.

Position Information

Position Title: Senior Project Manager – 2 Positions	Position Number/Object Abbreviation: 71077434 and 71077432	
Incumbent's Name (If filled position): VACANT	Agency/Division/Unit: DOH/OIT/PMO	
Address Where Position Is Located: TC1, 111 Israel Road SE, Tumwater, WA 98501	Work Schedule: Part Time <input type="checkbox"/> Full Time <input checked="" type="checkbox"/>	Overtime Eligible: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Supervisor's Name and Title: Brian Mannion – Project Management Office Manager	Supervisor's Phone: 360-701-4758	

Organizational Structure

Summarize the functions of the position's division/unit and how this position fits into the agency structure.

The Department of Health works with others to protect and improve the health of all people in Washington State. Our programs and services help prevent illness and injury, promote healthy places to live and work, provide information to help people make good health decisions, and ensure our state is prepared for emergencies.

The department's Project Management Office (PMO) is responsible for developing project management strategies and providing project management services across DOH to achieve the agency's strategic priorities. This portfolio of work regularly includes precedent-setting, agency-wide projects, including our state's on-going response to the COVID-19 pandemic, organizational transformations and innovation, service delivery improvement, and implementing new legislative- and federally-mandated programs, processes and systems.

This position supports successful completion of the agency's work by managing the definition, direction, execution, control, and completion of cross-departmental and agency-wide business operations, public policy, and strategy projects. This position also develops and implements project management standards/guidelines/governance for the agency and conducts education and training to improve the agency's capacity to successfully complete projects.

This position reports to the Manager of DOH's PMO within the Office of Innovation and Technology. See attached organizational chart.

Position Objective

Describe the position's main purpose, include what the position is required to accomplish and major outcomes produced. Summarize the scope of impact, responsibilities, and how the position supports/contributes to the mission of the organization.

Senior PM position's main purpose is the following:

- Manage highly complex and urgent projects to ensure successful completion for DOH.
- Provide expert partnership, advice, and consultation to senior/executive leaders both inside and outside of DOH, across the state, to maintain and improve our project delivery capabilities. This includes the following:
 - Independently develop innovative and effective PM strategies to align project management methodologies with agency goals and business decisions.
 - Lead and maintain on-going consultative and supportive partnership with agency leaders, staff, divisions, project teams, and programs, as well as external agency partners and stakeholders.
 - Build project management culture and framework within DOH while embedding the mission, vision, and values of DOH into all PMO activities.

Senior PMs achieve these objectives by:



- Managing projects, developing and providing project management education and training, using tools and providing information to support project portfolio management, and providing DOH leaders with project performance visibility, project quality assurance, and facilitation of project team meetings.
- Acting as a subject matter expert regarding project management strategies, disciplines, and tactics in alignment with PMO direction; providing consultation and technical assistance; coaching and mentoring to DOH leadership and staff, and consulting with internal and external stakeholders and contractors to ensure successful completion of projects.
- The Senior PM joins the PMO Manager to development of best practice project planning documents and processes, work breakdown structure and all other project documents as necessary in the project management methodology that enables repeatable project success.
- This position is responsible for managing state-wide DOH projects (e.g., Data Modernization and Workforce Development; COVID-19. This includes planning, implementation, monitoring, and close out of projects, as well as building PM capacities and maturity PM practices across the agency through portfolio management, reporting, and agency standards.
- This position also supports successful project management by supervising, managing and mentioning junior project management staff within the PMO, and procuring and managing contract project management-related resources.

Assigned Work Activities (Duties and Tasks)

Describe the duties and tasks, and underline the essential functions. Functions listed in this section are primary duties and are fundamental to why the position exists. For more guidance, see [Essential Functions Guide](#).

This position has exclusive responsibility to plan, direct, document, report and monitor all aspects assigned projects and help to develop and model agency-wide project management strategies with the PMO Manager to achieve business objectives, goals and outcomes for customers. This can involve full responsibility for Schedule, Deliverables, Resourcing, Scope, Quality Management, Reporting, Risk, Communications and Stakeholder Engagement strategy for each project. This position also includes direct supervision of PMO staff, and management of PM-related service contracts.

Responsibilities include:

Executive-level consultation and partnership with senior leaders (i.e., executive sponsors) and key project participants who may be senior DOH executives and/or senior executives from other state agencies/organizations.

Core responsibilities include:

- Building trusted relationships.
- Executive-level consultation and advice on PM-related matters such as communication, risk, change management and project leadership.

Leads the planning and implementation of complex projects that involve internal and external stakeholders.

Core responsibilities include:

- Engage internal and external stakeholders to ensure project is defined, authorized, funded, and properly prioritized within the agency's portfolio of projects. Work with project team, executive sponsor and stakeholders to develop detailed project management plans; gain approval from the executive sponsor and other key decision makers
- Lead and facilitate project teams conducting the work. This includes managing project plans, project budgets, resources including vendors, project communications (internal and external), organizational change management, risk and issue management, and administering the project meeting and reporting functions as necessary.
- Closely monitor and manage projects to ensure they remains on time and on budget, risks are properly mitigated, issues are resolved effectively, and changes are conducted according to the appropriate project change management methods.



- Responsible for all activities related to officially closing projects and reporting final results to internal and external partners, decision-makers and stakeholders.
- Provide expert advice and consultation to internal and external organizations.

Project reporting and stakeholder management

Core responsibilities include:

- Consistently monitoring and reporting on progress of projects to internal and external stakeholders, including executives, other agencies, public officials and others affected by projects;
- Preparing written and verbal updates on project progress, risks, issues and solutions;
- Ensuring all stakeholders are appropriately involved, engaged, and aligned throughout the project life cycle.

Supervision of PMO staff

Core responsibilities include:

- Direct supervision of one or more PMO team members
- Performance management for supervised staff
- Overseeing training and development for staff
- Coaching and mentoring as needed

Contract management

Core responsibilities include:

- Procuring, monitoring and managing PM-related service contracts, including project managers, project coordinators, and business analysts. This position may serve as the DOH contract manager for these contracts.

Project Management training and education

Core responsibilities include:

- Providing training and educational opportunities to increase the project management capacity of agency staff.

Other

- Other duties and projects as assigned.

Accountability – Scope of Control and Influence

Provide examples of the resources and/or policies that are controlled and influenced.

- Manages projects with multi-million program impacts on services to DOH clients, stakeholders, and other partners.
- Assigns direction and manages tasks for extremely complex, statewide, cross-divisional projects.
- Exercises independent judgment and authority in project situations.
- Supervises projects impacting the following area(s): personnel administration, legislative relations, public information, or the preparation and administration of budgets.
- Is responsible for resource allocation and hiring recommendations to projects that include DOH, other state agencies and, potentially, contractors/vendors. Is responsible for management and development of complicated projects, including building RFPs, RFQs, RFQs, etc., as necessary. Responsible for new initiatives and innovations requiring broad stakeholder participation with critical delivery dates impacting potential efficiencies and/or grant funding.
- Directly supervises one or more PMO team members.
- Manages PM-related service contracts.

Describe the scope of accountability.

- Accountable for statewide policy and practice related to non-IT project management for DOH.
- Provides project management and business process expertise to the agency and other personnel based upon knowledge of state regulations, industry best practices, policies and procedures.
- Manages projects recognizing the technological, legal, fiscal demands, and inter- and intra-agency political environments.



- The Senior PM is accountable for ensuring projects are completed within their scope, schedule, and budget and takes necessary steps to confirm with sponsors that all expectations were met.

Describe the potential impact of error or consequence of error (impacts unit, division, agency, state).

- Failure to develop effective project management, policy, and practice directly affects the DOH's ability to effectively innovate and accomplish its mission.
- Failure to meeting project objectives will result in failed/diminished public health mission effectiveness, and consequent impacts on the people of Washington State.
- Failure to meeting project objectives when externally funded (e.g. CDC funding) could result in loss/reduction of grant funding or public scrutiny of DOH's ability to complete or manage projects.
- This person is responsible for projects that involve/directly impact mission critical functions, processes and systems which could impact people across Washington State.

Financial Dimensions

Describe the type and annual amount of all monies that the position directly controls. Identify other revenue sources managed by the position and what type of influence/impact it has over those sources.

Operating budget controlled.

- Influences budget for their assigned projects, typically multi-million dollar budgets.
- Manages and controls budget for assigned service contract resources, such as contract project managers.

Other financial influences/impacts.

- This position manages multi-million dollar projects that directly impact DOH's biennial operating budget.
- This position has the ability to manage multi-million dollar projects with agency wide coordination and multiple external stakeholder groups.
- This position makes recommendations to executive leadership on the financial feasibility, business impact assessment, cost estimates, and risk for potential projects.

Supervisory Responsibilities

Supervisory Position: Yes No

If **yes**, list total full time equivalents (FTE's) managed and highest position title.

Senior Project Managers may supervise up to 5 FTE. They are also responsible for the work of project teams that are varied in numbers depending upon project assigned. Supervision responsibilities will depend on the complexity of project assignments.

Highest position: Project Manager (MA5).

Decision Making and Policy Impact

Explain the position's policy impact (applying, developing or determining how the agency will implement).

This position:

- Has a high degree of influence on business processes and recommendations used for agency-wide decision making, managing multi-million dollar projects, with direct impact services to DOH clients, partners and other stakeholders.
- Assigned projects may including changes to mission critical business processes and public health systems.
- In consultation with the PMO Manager and/or senior organizational leaders, responsible for resourcing projects and contractual recommendations for contract/vendor staff.
- Develops strategies, goals, and objectives to meet the operational needs of various programs throughout the agency.
- Impacts agency-wide decisions through management of projects tasked with assessing needs and opportunities that can be addressed through policy or resource changes and by identifying and communicating the need for improved alignment between administrative policy, budget, programmatic and process functions/structures.

Is the position responsible for making significant recommendations due to expertise or knowledge? If yes,



provide examples of the types of recommendations made and to whom.

The position is responsible for making significant recommendations due to expertise or knowledge. Examples include:

- Recommendations to assistant and deputy secretary level executive regarding initiating, closing and major, agency-critical projects.
- Recommendations to Executive Leadership and managers at all levels, and other key staff to identify and resolve critical issues and mitigate identified risks to ensure project success projects.
- Responsibility for building project delivery capacity and knowledge across all business units and at all levels of the organization.

Explain the major decision-making responsibilities this position has full authority to make.

The position has full authority to make decision regarding:

- Implementation of project management best practices for DOH.
- Project management design, strategy and implementation regarding critical, agency-level projects affecting policy development, programmatic service delivery, and operational support.
- Supervisory decisions regarding staff reporting directly to this position.

Describe whether decisions are of a tactical or strategic nature and how decisions are made. For example, is there known precedent, is it somewhat unfamiliar, or unknown and unexplored?

This position is expected to make both tactical and strategic decision, and to do so in some areas unexplored at DOH.

Examples include:

- Strategic decision-making DOH projects as well as project management best practices. Frequent strategic decision-making in uncertain and unknown conditions created by technological and organizational change, emergency response, and legislative mandates.
- Consultation with PMO staff and agency leaders to set project direction and strategy. Design and carry out the tactics required to execute the strategy.
- Responsibility for PMO business strategy, including governance development and implementation as well as agency business Project Management standards and approach.

What are the risks or consequences of the recommendations or decisions?

- Depending on the decision or recommendation, the consequences are significant. The use of the best decision-making model will mitigate the risks and consequences of the decision.
- Failure to monitor projects and risks effectively and not escalate issues to DOH Leadership or Project Sponsor in a timely matter may affect the project outcomes, scope, budget and/or timeline. Where changes are organizational in nature, the consequences could negatively affect retention of key staff within the agency.
- Failure to execute and deliver projects according to stated expectations may jeopardize DOH's good standing and/or compliance requirements within the state and federal authorizing environment.
- Failure to deliver projects effectively would diminish or eliminate the intended benefits/improvements/new capabilities of those projects.

Qualifications – Knowledge, Skills, and Abilities

List the education, experience, licenses, certifications, and competencies.

Required Education, Experience, and Competencies.

- A Bachelor's Degree and at least five years of hands-on experience in managing projects in a wide range of subject areas (such as IT, facilities, service delivery, operational support, Government, or organizational change).
 - Qualifying experience may be substituted for the educational requirements at a rate of 2 years of experience for one year of education.
- Ability to maintain high ethics and integrity.
- Demonstrate commitment to quality, diversity and public service values.
- Demonstrated ability to pursue collective objectives while taking the needs, obstacles and objectives of others into



account.

- Demonstrated Ideal Team Player characteristics— humble, hungry and smart.

Preferred/Desired Education, Experience, and Competencies.

- Five years of progressive leadership positions supervising programs and staff.
- Master’s degree in business or health administration, public administration, business administration, organization development, or other related field
- Project Management Professional certification
- Certification(s) in change management, process improvements, or other related certifications in support of business and organizational performance or other business or systems related subject matters
- Proficient in all standard Microsoft Office tools (Word, Excel, PowerPoint, and Microsoft Project) and multiple project management portfolio and performance tools
- Ability to manage highly skilled professionals who will aid in the successful implementation and development of various projects

Project management knowledge, skills and ability to:

- Apply Project Management methodologies, tools and techniques to include developing, initiating, planning, executing, controlling and closing a project
- Facilitate large, diverse groups
- Plan, lead, organize and control work performed by Project Manager team members
- Identify, mitigate, and manage project risks

Excellent communication skills with the ability to:

- Interact effectively with others across a broad spectrum of managerial, administrative, and professional staff
- Write clearly and effectively
- Understand and communicate complex information

Leadership skills with the ability to:

- Help grow and maintain high performing organization
- Mentor staff in other areas of DOH to promote use of project management skills across the organization
- Think creatively
- Participate in group problem solving and decision making
- Network with internal and external stakeholders
- Work independently
- Organize and prioritize a wide range of responsibilities
- Develop timely action plans and status reports
- Knowledge of:
 - State and Agency Project Portfolio Management policies, standards and processes
 - DOH vision, mission, programs, and systems
 - Federal and state laws, rules and regulations
 - DOH administrative policy and procedures in the area of procurement
 - Washington state contracts training and certification
 - Washington state legislative, budget and authorizing environment

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Consistent with Procurement Reform Law ([RCW 39.26.110](#)), this position requires the completion of the following DES contracts training courses within 90 days of hire:

WA State Contract Management 101 & WA State Purchasing and Procurement Ethics



Working Conditions

Work Setting, including hazards:	Office Setting. This position works at a personal computer up to 90% of the workday in an open office environment with noise, distractions and interruptions. Required to be self-directed and manage multiple and often times competing priorities. The incumbent must maintain a high level of confidentiality.
Schedule (i.e., hours and days):	8:00 a.m. - 5:00 p.m. Monday through Friday The position is full-time with a regular working schedule of 40 hours per week. The incumbent may be required to work occasional evenings and weekends. The position requires a minimum of 40 hours per week at the Olympia office; however a telework arrangement may be possible after demonstrated success in position. The core work hours are from 9:00 AM to 4:00 PM. Start and stop times outside of those hours may be flexible upon Supervisor approval. Occasionally the job may require evening and/or weekend work. In rare cases, travel may be required.
Travel Requirements:	Occasional travel required for meeting with stakeholders, vendors, or offsite personnel/management. Minimal out-of-state travel is required.
Tools and Equipment:	Computer databases, word processing applications, electronic mail applications, telephone, facsimile, and multifunction devices. Operate state-owned vehicles in accordance with Washington State laws and agency policies.
Customer Relations:	Position communicates with internal and external customers in a professional manner, maintaining a good attitude in a dynamic environment. The incumbent will establish rapport and credibility internally with Executives, Senior Leadership, and Business Program Managers; externally with Subject Matter Experts at state and federal level groups for project requirements and reporting aspects.
Other:	The position must have the ability to participate in executive / management sessions, presentations, and meetings.

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date:	Supervisor's Signature (required):
Date:	Appointing Authority's Name and Title: Signature (required):
As the incumbent in this position, I have received a copy of this position description.	
Date:	Employee's Signature:

Position details and related actions taken by Human Resources will be reflected on the Position Evaluation Summary form.

