

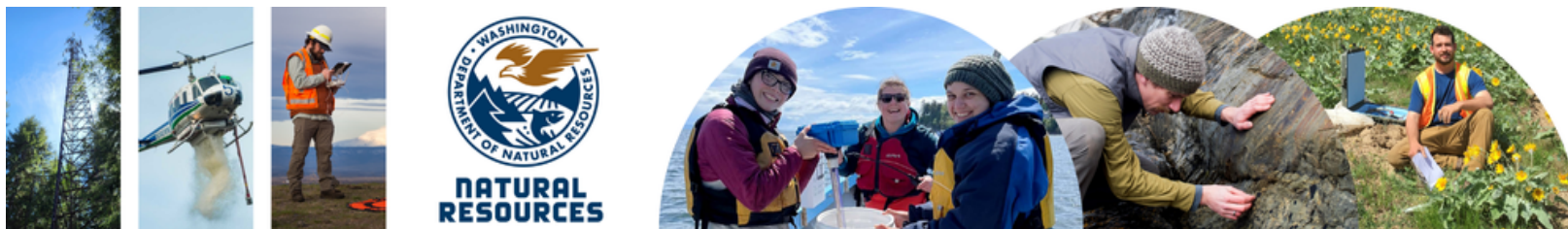


State of Washington

Deputy Chief Operating Officer - Shared Services, Exempt

SALARY	\$12,560.00 - \$14,650.00 Monthly \$150,720.00 - \$175,800.00 Annually	LOCATION	Thurston County – Olympia, WA
JOB TYPE	Exempt	JOB NUMBER	2025-11-7962-07825
DEPARTMENT	Dept. of Natural Resources	OPENING DATE	11/17/2025
CLOSING DATE	2/18/2026 11:59 PM Pacific	SALARY INFORMATION	The high end of the salary range, Step M is typically a longevity step

Description



Deputy Chief Operating Officer - Shared Services, Exempt
 Recruitment #2025-11-7962
 Full-time, Exempt, Non-represented position
 Location: Natural Resources Building- Olympia, WA

Partial Telework flexibility may be available and considered

Salary: \$12,560.00 - \$14,650.00 Monthly

To allow for growth and salary progression, the full salary range is: \$12,560.00 - \$15,421.00 Monthly

CLOSING DATE EXTENDED!

Want to join something GREAT and make a difference?

The Department of Natural Resources (DNR) has an exciting opportunity within our Executive Management as a **Deputy Chief Operating Officer-Shared Services**.

Are you an executive leader with strategic vision and technical expertise who has experience overseeing and guiding shared services teams? We are seeking someone to drive business process transformation and mentor and empower others through cultural change. As the Deputy Chief Operating Officer – Shared Services (DCOO) leading the Employee and Enterprise Services (EES) teams, you will play a critical role and have a unique opportunity in shaping the strategic direction of our organization's shared services landscape. With a keen focus on meeting the agency's business needs, you will lead teams, fostering cross-divisional and regional relationships to integrate business values, process improvements, and the development and implementation of sound standardized practices throughout the agency. Your ability to navigate change, prioritize projects, and articulate the importance of teamwork, partnership, and collaboration with agency leaders and business partners will be critical as you lead DNR through the modernization of enterprise systems and plan for future needs. If you are ready to lead with vision and drive impactful change in a dynamic environment, we invite you to join us in advancing this work. The DCOO supports and assists the Chief Operating Officer (COO) and leads the agency's shared services teams, including human resources, budget and financial services, economic forecasting, risk and legal affairs, goods and services contracts and procurement, information technology, workplace culture and development, enterprise project and performance management, grants, facilities, fleet, public works contracting, radio and the OneWashington project. The DCOO ensures that services align with the Commissioner's vision, the agency's strategic plan, the shared service roadmaps, and best practices in a fashion that promotes continuous process improvement and efficient delivery of programs and services. This requires a complete understanding of all shared service functional areas and the needs of agency business partners, coupled with the ability to recommend or make tough decisions while being mindful of competing interests and parameters.

Duties

Responsibilities:

- Directly supervise a Senior Director who supports the Directors of Human Resources, the Office of Legal Affairs and Business Practices, Enterprise Services, Workplace Culture and Development, and directly supervise the Chief

Financial Officer, the Chief Information Officer, and the Director of the Enterprise Project and Performance Management Office.

- Lead the development of the EES strategic roadmap, ensuring alignment with the Commissioner's vision, the agency's strategic plan, and the needs of agency business partners. Ensure that performance measures are developed for the roadmaps, that outcomes are tracked and reported regularly with leaders and their teams.
- Lead the work of building the shared service model throughout the agency, including standardizing processes and centralizing like services as appropriate to create operational efficiencies and teams of experts that can provide services that meet agency business needs.
- Lead the agency's organizational culture change to embrace, support, and resource shared services so that shared services are recognized as critical infrastructure services all agency employees depend upon to fulfill their missions.
- Set direction for and ensure agency-wide consistency and clarity in policies, processes, and procedures that govern the way the shared service businesses are conducted, and decisions are made.
- Ensure that proper and well-executed shared service functions are in place to support the agency's most valuable resource - its people, by providing the critical infrastructure and tools to meet programmatic business needs throughout the agency in the most efficient and cost-effective ways.
- Serve as a member of DNR's Core Team, Executive Leadership Team, and Operational Leadership Team. Collaborate with other DNR executives to develop and provide agency strategic guidance, ensure alignment, and diagnose and resolve agency-level issues.
- Serve as the agency Executive Sponsor for the One Washington project. Understand the impact of the project on DNR programs; advocate within the agency and with the OneWA project for resource needs; provide guidance and direction to the project teams; ensure project timelines are met; and ensure change management is prioritized.
- Fulfill responsibilities related to DNR's interactions with the legislature and the state budget process: review bills, monitor and participate as needed in hearings and work sessions, review fiscal notes, respond to information requests from legislators and legislative staff, prepare and review decision packages, and participate in internal budgeting and allotments.
- Model and actively promote the concepts of diversity, equity, inclusion, and belonging.
- Ensure compliance with state and federal laws, rules, policies, and requirements. Conduct audits and reviews to ensure compliance.
- Coordinate special project work for the Commissioner of Public Lands ("Commissioner") and the COO.

Qualifications

Required Qualifications:

- Experience in strategic leadership, precise communication, effective negotiation, and persuasive advocacy.

- Experience leading large teams at large governmental organizations.
- Experience in encouraging innovative best business practices.
- Substantive experience in mediating issues between executive management, senior management, and operational programs/staff.
- Significant experience managing agency shared service operations to include: human resources, information technology, risk management and legal services, procurement, process improvement, project management, budget and accounting practices, grants, facilities, fleet, employee engagement and training.
- Experience-based ability to create a positive work environment, build morale, and elicit sustained superior job performance.
- Proven ability to develop staff skills by effectively coaching, mentoring, and training.
- Strong commitment to ethical leadership and the goals of diversity, equity, inclusion, and belonging.
- Bachelor's degree in business administration, public administration, or related field AND 11 years of experience; OR a combination of education and/or experience equivalent to 15 years.
- Key Knowledge and Skills:
 - Significant experience in leading diverse teams in delivering professional and superior public services.
 - Extensive experience at the senior management level, including the management of other managers.
 - Experience in labor negotiations and organizational management.
 - Substantive experience in program and project budgeting.
 - Ability to engage a wide variety of stakeholders.
 - Outstanding written and verbal communication skills.
- Senior Leadership Competencies:
 - Decisiveness
 - Influencing/Negotiating
 - External Awareness
 - Strategic Thinking
 - Risk Management
 - Political Savvy
- Commitment to fostering and supporting an environment that honors diversity, equity, inclusion, belonging, and environmental justice practices.
- Perform assigned duties in a manner consistent with applicable laws, regulations, and public records retention.
- DNR Core Competencies:
 - Personal Accountability
 - Value Others
 - Compassionate Communication

- Inspire Others
- Commitment to Excellence

Special Requirements and Conditions of Employment:

- This is a high-level, executive position that may speak or act for the Commissioner on occasion. Incumbent must be able to successfully build coalitions, establish partnerships, create constituent support, and influence public opinion on issues vital to successful project and program delivery. In addition, there is always the potential of media exposure and planned or spontaneous interaction with elected and appointed officials from the local, state, and federal governments. Constituent and stakeholder interaction will occur regularly.
- Position is primarily in an office setting. However, there can be occasional interaction with agency personnel and stakeholders in the field.
- Ability to travel overnight, ability to travel to different locations within the region, state, and nation by self.

Desired Qualifications:

- Knowledge of natural resource management issues in the Pacific Northwest.
- Awareness of Washington's Indian Tribes, tribal sovereignty, and treaty rights.

Don't let doubts stop you from applying for this position. If you have any questions about the required qualifications or how your experience relates to them, please contact us at DNRecruiting@dnr.wa.gov. A note to potential candidates: Studies have shown that women, trans, non-binary, Black, Indigenous, and people of color (BIPOC) are less likely to apply for jobs unless they feel they meet every qualification as described in a job description. We value diversity and inclusion in our organization, and we are looking for the best person for the job. Don't hesitate to apply!

Supplemental Information

Application Requirements: Failure to provide the listed documents may result in disqualification. If you have questions or difficulty attaching these documents, please contact DNRecruiting@dnr.wa.gov.

- **Apply online:** at www.careers.wa.gov (Click on the APPLY button above).
- **Letter of interest:** describing your specific qualifications for the position and the position required, desired, and special requirements.
- **Resume:** that details your experience and qualifications.
- **References:** References are optional at the time your application is submitted. Finalists will be asked to provide a list of at least 3 professional references with current telephone numbers, including your current or most recent supervisor.
- **Important:** Do not attach any documents that include photos or private information (Social Security number, year of birth, etc.).

- **Complete all supplemental questions.**
- Candidates who move forward in the recruitment process may be contacted via email at info@governmentjobs.com with interview information/scheduling instructions. Please monitor the email listed in your application materials and check your junk email folder to ensure you receive those communications.

Questions? Please email us at DNRrecruiting@dnr.wa.gov.

Persons needing accommodation in the application/testing process or this job announcement in an alternative format may call (360) 522-2500 or email DNRrecruiting@dnr.wa.gov. Applicants who are deaf or hard of hearing may call through the [Washington Relay Service](#) by dialing 7-1-1 or 1-800-833-6384.

About the Department of Natural Resources (DNR).

At DNR, we approach our work through the lens of making Washington a better place environmentally and are dedicated to serving Washington's lands and communities through diversity, equity, and inclusion.

Our Vision – Our actions ensure a future where Washington's lands, waters, and communities thrive.

Our Mission – Manage, sustain, and protect the health and productivity of Washington's lands and waters to meet the needs of present and future generations.

Our Core Values:

- **Safety and Well-Being** —Our top priority is the safety of the public and our employees.
- **Public Service** —We value and respect the public we serve, and we value and respect the people of the Department of Natural Resources who step up to serve.
- **Innovation and Creative Problem-Solving** — We solve our state's most pressing challenges through innovative thinking, dedication, and bold and creative vision.
- **Leadership and Teamwork** —We are committed to building leaders at all levels and building teams for success.

DNR provides excellent benefits, a few of which include:

- Commitment to organizational health and wellness
- Work/life balance
- DNR Employee Resource Groups (Diversity, Equity and Inclusion Council, Women's Employee Resource Group, Veterans Employee Resource Group, etc.)
- Statewide Employee Business Resource Groups, [visit here to learn more](#)
- Leadership that empowers and supports employees
- Professional development opportunities
- Educational and career development aid
- Public Service Loan Forgiveness Eligibility
- Opportunities to participate in wildland fire suppression assignments

- A comprehensive benefits package includes employer contributions toward health insurance, paid holidays, retirement plans, sick leave, and vacation days. Visit <http://careers.wa.gov/benefits.html> for more information.

Additional Information:

This recruitment may be extended and used to fill future similar vacancies for up to sixty (60) days.

DNR does not use the E-Verify system. For more information, please visit www.uscis.gov.

Veterans wishing to claim Veteran's preference, please attach a copy of your DD-214, NGB-22, or other verification of military service. Please black out your Social Security number before attaching it. We thank you and are grateful for your service!

Equal Opportunity Employer: The Washington State Department of Natural Resources is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation, and gender identity diversity. Women, racial and ethnic minorities, persons with disability, persons over 40 years of age, veterans, military spouses or people with military status, and people of all sexual orientations and gender identities are encouraged to apply.

Once you submit your online application, you can check your status by logging into your account. If you experience technical difficulties creating, accessing, or completing your application, call 360-664-1960 or 1-877-664-1960 or email CareersHelp@des.wa.gov.

Check us out on: [DNR's website](#) | [Facebook](#) | [Twitter](#) | [Instagram](#) | [YouTube](#) | [WordPress](#)

Benefits

More than Just a Paycheck!

Employee benefits are not just about the kind of services you get, they are also about how much you may have to pay out of pocket. Washington State offers one of the most competitive benefits packages in the nation.

We understand that your life revolves around more than just your career. Like everyone, your first priority is ensuring that you and your family will maintain health and financial security. That's why choice is a key component of our benefits package. We have a selection of health and retirement plans, paid leave, staff training and other compensation benefits that you can mix and match to meet your current and future needs.

Read about our benefits:

The following information describes typical benefits available for full-time employees who are expected to work more than six months. Actual benefits may vary by appointment type or be prorated for other than full-time work (e.g. part-time); view the job posting for benefits details for job types other than full-time.

Note: *If the position offers benefits which differ from the following, the job posting should include the specific benefits.*

Insurance Benefits

Employees and their families are covered by medical (including vision), dental and basic life insurance. There are multiple medical plans with affordable monthly premiums that offer coverage throughout the state.

Staff are eligible to enroll each year in a medical flexible spending account which enables them to use tax-deferred dollars toward their health care expenses. Employees are also covered by basic life and long-term disability insurance, with the option to purchase additional coverage amounts.

To view premium rates, coverage choice in your area and how to enroll, please visit the [Public Employees Benefits Board \(PEBB\) website](#). The [Washington Wellness](#) program from the Health Care Authority works with PEBB to support our workplace [wellness programs](#).

[Dependent care assistance](#) allows the employee to save pre-tax dollars for a child or elder care expenses.

Other insurance coverage for auto, boat, home, and renter insurance is available through payroll deduction.

The [Washington State Employee Assistance Program](#) promotes the health and well-being of employees.

Retirement and Deferred Compensation

State Employees are members of the Washington Public Employees' Retirement System (PERS). New employees have the option of two employer contributed retirement programs. For additional information, check out the [Department of Retirement Systems'](#) web site.

Employees also have the ability to participate in the [Deferred Compensation Program](#) (DCP). This is a supplemental retirement savings program (similar to an IRA) that allows you control over the amount of pre-tax salary dollars you defer as well as the flexibility to choose between multiple investment options.

Social Security

All state employees are covered by the federal [Social Security](#) and Medicare systems. The state and the employee pay an equal amount into the system.

Public Service Loan Forgiveness

If you are employed by a government or not-for-profit organization, and meet the qualifying criteria, you may be eligible to receive student loan forgiveness under the [Public Service Loan Forgiveness Program](#).

Holidays

Full-time and part-time employees are entitled to paid holidays and one paid personal holiday per calendar year.

Note: Employees who are members of certain Unions may be entitled to additional personal leave day(s), please refer to position specific [Collective Bargaining Agreements](#) for more information.

Full-time employees who work full monthly schedules qualify for holiday compensation if they are employed before the holiday and are in pay status for at least 80 nonovertime hours during the month of the holiday; or for the entire work shift preceding the holiday.

Part-time employees who are in pay status during the month of the holiday qualify for the holiday on a pro-rata basis. Compensation for holidays (including personal holiday) will be proportionate to the number of hours in pay status in the month to that required for full-time employment, excluding all holiday hours. Pay status includes hours worked and time on paid leave.

Sick Leave

Full-time employees earn eight hours of sick leave per month. Overtime eligible employees who are in pay status for less than 80 hours per month, earn a monthly proportionate to the number of hours in pay status, in the month to that required for full-time employment. Overtime exempt employees who are in pay status for less than 80 hours per month do not earn a monthly accrual of sick leave.

Sick leave accruals for part-time employees will be proportionate to the number of hours in pay status, in the month to that required for full-time employment. Pay status includes hours worked, time on paid leave and paid holiday.

Vacation (Annual Leave)

Full-time employees accrue vacation leave at the rates specified in [WAC 357-31-165](#)(1) or the applicable collective bargaining agreement (CBA). Full-time employees who are in pay status for less than 80 nonovertime hours in a month do not earn a monthly accrual of vacation leave.

Part-time employees accrue vacation leave hours in accordance with [WAC 357-31-165](#)(1) or the applicable collective bargaining agreement (CBA) on a pro rata basis. Vacation leave accrual will be proportionate to the number of hours in pay status, in the month to that required for full-time employment.

Pay status includes hours worked, time on paid leave and paid holiday.

As provided in [WAC 357-58-175](#), an employer may authorize a lump-sum accrual of vacation leave or accelerate the vacation leave accrual rate to support the recruitment and/or retention of a candidate or employee for a Washington Management Service position. Vacation leave accrual rates may only be accelerated using the rates established WAC 357-31-165.

Note: Most agencies follow the civil service rules covering leave and holidays for **exempt** employees even though there is no requirement for them to do so. However, agencies are required to adhere to the applicable RCWs pertaining holidays and leave.

Military Leave

Washington State supports members of the armed forces with 21 days paid military leave per year.

Bereavement Leave

Most employees whose family member or household member dies, or for loss of pregnancy, are entitled to five (5) days of paid bereavement leave. In addition, the employer may approve other available leave types for the purpose of bereavement leave.

Additional Leave

[Leave Sharing](#)

[Parental Leave](#)

[Family and Medical Leave Act \(FMLA\)](#)

[Leave Without Pay](#)

Please visit the [State HR Website](#) for more detailed information regarding benefits.

Updated 01-07-2026

Employer

Address

State of Washington

View Job Posting for Agency Information

View Job Posting for Location, Washington, 98504

Website

<http://www.careers.wa.gov>

Deputy Chief Operating Officer - Shared Services, Exempt Supplemental Questionnaire

*QUESTION 1

Please describe what interests you about the Department of Natural Resources.

*QUESTION 2

Please describe what a work environment based on diversity, equity, inclusivity and belonging means to you.

*QUESTION 3

Please describe your experience managing agency shared service operations to include: human resources, information technology, risk management and legal services, procurement, process improvement, project management, budget and accounting practices, grants, facilities, fleet, employee engagement and training.

*QUESTION 4

Do you have a bachelor's degree in business administration, public administration, or related field AND 11 years of experience; OR a combination of education and/or experience equivalent of 15 years?

- ☐ Yes
- ☐ No

*QUESTION 5

Do you have experience in strategic leadership, precise communication, effective negotiation and persuasive advocacy?

- ☐ Yes
- ☐ No

***QUESTION 6**

Do you have experience leading large teams at large governmental organizations?

- ☐ Yes
- ☐ No

***QUESTION 7**

Do you have experience encouraging innovative best business practices?

- ☐ Yes
- ☐ No

***QUESTION 8**

Do you have substantive experience in mediating issues between executive management, senior management and operational programs/staff?

- ☐ Yes
- ☐ No

***QUESTION 9**

Do you have experience-based ability to create a positive work environment, build morale, and elicit sustained superior job performance?

- ☐ Yes
- ☐ No

***QUESTION 10**

Do you have proven ability to develop staff skills by effectively coaching, mentoring and training?

- ☐ Yes
- ☐ No

***QUESTION 11**

Do you now, or will you in the future, require sponsorship for employment visa status (e.g., H-1B visa status, etc.) to work legally for our agency in the United States?

- ☐ Yes
- ☐ No
- ☐ Unsure

***QUESTION 12**

Where did you originally hear about this job posting?

- ☐ www.dnr.wa.gov
- ☐ www.careers.wa.gov
- ☐ WA WorkSource office or WorkSourceWA.com
- ☐ Governmentjobs.com
- ☐ Monster
- ☐ Indeed
- ☐ LinkedIn
- ☐ Twitter
- ☐ College/university website/career fair
- ☐ Handshake
- ☐ Newspaper
- ☐ Direct Email Notification
- ☐ Statewide Employee Business Resource Groups (BRG)
- ☐ Professional/Personal Network
- ☐ Job Board

- ☐ Job Fair
- ☐ Zip Recruiter
- ☐ Diversity Jobs
- ☐ Facebook
- ☐ Other (please specify below)

QUESTION 13

If you answered "other" to the previous question, please specify where you originally learned of this employment opportunity in the space below.

* Required Question