

Patricia A Spears
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206-496-2727 patricia.spears@seattle.gov

Qualifications:

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| • Emotional Intelligence | • Strategic planning | • Collaborative |
| • Ability to communicate at all levels, and uphold high level of confidentiality | • Strong analytical, problem solving and conflict resolution skills | • Use racial equity lens through processes and leadership decisions. |
| • Knowledge of Lean Principles | • Ten+ years of City Public Service | • Knowledge of City regulatory, operational and customer service business practices. |

Accomplishments:

- Collaborated with Dan Strauss, City Council, SDCI Director, and others on billing issues related to King County sewer capacity charges, City policy, and our shared constituents.
- Reduced ADA customer wait time by 20% by acknowledging each request, set expectations, and discuss resolution with the appropriate department group.
- Transitioned Trade License program from an in-person to an online program.
- Ensure operational resources (technology, PPE equipment, and office supplies) available to dept. staff through the pandemic.
- Increased efficient supply payment requisition by requiring requestor name, approval, and project number on purchase orders.
- Created a paperless data entry process to eliminate waste, increase processing time, and share tasks for concrete data collection.
- Co-Lead SDCI/OPCD Change Team (Race and Social Justice leaders) 2022-23

Work Experience:

Administrative Manager OOC – June 2021-present

City of Seattle: Seattle Department of Construction and Inspections (SDCI)

Manage 16 FTEs, including a supervisor and facility coordinator.

Plan, directed, and set goals and deadlines for administrative & facility teams

Identify team goals, performance targets, and process standards.

Serve on senior management teams designed to build a relational, anti-racist culture.

Responsible for the SDCI ADA program and adhering to city-wide compliance requirements.

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Oversee Admin Team HR functions – Hiring practices, Position Description, Disciplinary action

Create initial Budget Issue Papers and other requests related to Admin Team

Provide equity analysis of SDCI Budget Issue Papers

Signatory authority, review and approve department operational and facility charges

How this position relates to my proposed MPA graduate work.

As the Administrative Manager, I am gaining City budget and finance exposure, honing my leadership, facilitation, and cross-departmental communication skills. I hold ten+ years of providing public service for the City of Seattle, and these experiences have prepared me for leaping into the public administration coursework of Evergreen's MPA program.

Administrative Staff Analyst March 2018 – June 2021

City of Seattle: Seattle Department of Construction and Inspections (SDCI)

Manage a team of 14 FTEs, including a supervisor and facility coordinator.

Plan, directed, and set goals and deadlines for the Administrative team

Develop procedures and processes and manage resources to achieve programs' objectives.

Responsible for staff development and performance management

Monitor and approve Inspection Services supply and facility-related charges.

The division signatory authority to approve training, travel, and reimbursement requests.

Serve as department ADA Coordinator.

SDCI/OPCD Change Team member

How this position relates to my proposed MPA graduate work.

My Administrative Staff Analyst position strengthens my management skills, explicitly having difficult conversations and creating an environment of trust and mutual respect. This people management soft skill can also support collaboration within a cohort environment.

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Complaint Investigator January 2014 – March 2018

City of Seattle: Finance and Administrative Services – Customer Service Bureau (CSB)

Intake, track and respond to complaints regarding City departments and services.

Negotiate and provide recommendations to City department managers to resolve issues.

Represent the City's position on matters to individuals, groups, and the media.

Evaluate issues for referral to Risk Management.

Intake and Process Public Disclosure Requests.

Periodically served as office manager.

How this position relates to my proposed MPA graduate work.

My time as a City Complaint Investigator gave me an overview of each City of Seattle department, City Council, and Mayor's Office. I understand the services each department provides and how these departments manage their communication with constituents and other populations. I was responsible for providing feedback to departments on potential processes and policy changes that would better support the general public. This work was my first introduction to a critical element of city government, the people's voice. This experience will be valuable during my MPA coursework studies.

Utility Account Representative July 2012 – January 2014

City of Seattle: Seattle Public Utilities Contact Center

Receive and respond to inquiries from residential and commercial utility customers.

Process utility account payments and set up payment arrangements.

Create, amend, and verify customer accounts per protocol.

Provide information and referrals concerning utility programs and services.

How this position relates to my proposed MPA graduate work.

This City position introduced me to City utility service and its customers. This role taught me the value of matching the department's mission and values statements to my work. Widening my focus from my job tasks to include my accountability to the mission and values statement is a testament that I contribute to departmental goals. This thinking process will support my analytical work need in the MPA program.

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Education:

Capella University BS Business-Management and Leadership – expected graduation May 2023
City of Seattle Leadership Expectations and Accountability Program – May 2021-present
Office of Civil Rights RSJI Implicit Bias 01 – February 2019
Office of Civil Rights Racial Equity Toolkit - May 2018
SDCI Hiring Practices - March 2018
City of Seattle Emerging Leaders Program - June 2017
Seattle Central Community College Seattle, WA Associate of Arts – Liberal Arts 1995

Volunteer Services:

Freedom Church of Seattle

Outreach Ministry 2013-2020

Serve meals to those in need throughout the City of Seattle.

Give clothing and toiletries to those in need throughout the City of Seattle.

Provide job readiness training programs

Rainier Scholars

Outreach Specialist 2014-2018

Spoke at community and school events to promote and recruit scholars and their families.

Met with families and addressed their questions and concerns related to the program.