



Meet the new Administrative Services Assistant Director

Mike Ricchio began in his new role as DRS's Administrative Services Assistant Director in June. His background includes more than two decades of working for the state, and a breadth of knowledge that he's excited to share with employers. Mike takes over from George Pickett, who has moved on to a risk management and process improvement position within DRS' leadership team.

"One of the first things I'd like employers to know is that I plan to continue George's approach of reaching out to the employer community as we shape our policies and processes going forward. It's critical that we have a healthy and vital dialogue with our key partners every step of the way," says Mike. "Right now, I'm studying employer demographics and getting a handle on DRS processes and employer reporting."

Before Mike began life as a public servant for Washington State in 1987, he worked as an attorney in the private sector. His first job for the state was at the Department of Social and Health Services, Division of Child Support, where he analyzed and evaluated law suits against the Division and worked as a policy advisor. He then went on to work in various Washington State agencies: Director of the Corporations and Charities Divisions at the Office of the Secretary of State; several senior positions within the Department of Information Services, including Deputy Director and Acting Director; and most recently as Director of the new Washington Consolidated Technology Services Agency. Mike is also currently serving on the Board of Directors for the EvergreenDIRECT Credit Union.

He strongly believes in maintaining and cultivating excellent customer relationships, and that listening and responding to a customer's needs is paramount. "For instance," says Mike, "If an employer is calling and talking to one of our Employer Support Services team members for an hour every month, I think we should make it easier for the employer by meeting with them in person to help resolve the issue. Maybe if they walk us through their side of the issue and we see firsthand what the problem is, we can save them that hour each month."

To ensure ongoing customer satisfaction and excellence, the Administrative Services Division (ASD) is conducting interviews with employers. So far, ASD has gathered roughly 50 one-on-one interviews with the overall goal of completing 80. Once that goal is reached, a set of criteria for 100 percent customer satisfaction will be established and then validated with the employers who were interviewed.

"As we gather the interviews, we're listening for actions we can take right away – the 'low-hanging fruit' that's a quick, accurate fix for employers. I'm excited about increasing our momentum, looking for consistent and streamlined solutions, and partnering with employers to get it done," he says.

Mike is very much looking forward to meeting employers in person, and he'll get that opportunity at the next Employer Advisory Committee meeting which is slated for Aug. 16.