



# Director, Human Resources

<b>Job Code</b>	20000161	<b>Job Family</b>	Executive Leadership	<b>Leader</b>	
<b>Department</b>	Human Resources	<b>Reports to</b>	GM/CEO	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	3076		
<b>Last Updated</b>	8/29/2022				

### Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

The Chief People and Culture Officer (CPO) guides the creation, deployment, and measurement of the District's people and culture vision, both directly through the oversight of people and talent operations and functions, and indirectly through collaboration with District leaders, cross-functional teams, and employees engaged to co-create all elements of the employee and leader experience. The CPO is accountable for the people strategic plan aligned with District strategy, ensuring people-focused and human-centric programs, processes and services ("people operations"), and ensuring the strategy achieves measurable business, end-customer and employee value. The CPO serves as a strategic advisor and partner of the CEO/GM and Executive Leadership Team (ELT) members, and collaborates internally and externally to address community and industry talent and demographic challenges and opportunities impacting District short and long-term planning through strategic partnerships and service. The CPO ensures a learning mindset and culture of continuous improvement in both people strategy and across the District operations, driving to operational excellence and an exceptional employee experience, where all can feel welcomed and valued, and that they belong at the District throughout their career journey.

## Accountabilities

### Accountability #1

Ensures alignment of people programs, processes and systems with District strategy by overseeing the development and deployment of the people and culture strategy, leading organizational development and cultural change initiatives, and by collaborating with other business units on strategies and initiatives that optimize the District's organizational health, agility and continuous improvement, and a learning mindset.

### Accountability #2

Ensure excellence in people operations service delivery to maximize the Employee Experience (EX) by overseeing the design, development and administration of the departmental people services delivery model and EX dashboard analytics; by ensuring the department lives the culture of continuous improvement, learning, and cross-training in all people functions operations; by ensuring vendors utilized in people programs and service delivery align with EX measures expected ; and by leveraging technology, analytics and other best practices to ensure people operations productivity and efficiency.

### Accountability #3

Accountable for ensuring District culture is welcoming, inclusive and where all employees are treated with dignity and are valued by sponsoring/championing the District-wide development, implementation, administration, measurement, and communication of Diversity, Equity and Inclusion is embedded within all people strategy, programs, processes, systems and service delivery within Human Resources and other District departments; by partnering with the CEO, Executive Leadership Team, and other Leader and employee groups to identify and address cultural strengths, growth opportunities, and Action Planning

through facilitating or overseeing multiple listening processes including Employee Surveying; by developing external partnerships that promote equity in our community, regionally, nationally, and within industry groups; by ensuring regular analytics and audits of people and culture programs and processes to further the goals; by aligning people operations programs and processes consistent with applicable state and federal laws, regulations, and guidelines; and by ensuring the District demonstrates good faith efforts and innovation to achieve Affirmative Action and Equal Employment Opportunity expectations.

#### **Accountability #4**

Ensure the District has the talent essential to achieve strategy and end-customer value by overseeing the development and implementation of the Ten Year Talent Strategy; by ensuring the alignment of sourcing/talent pipeline, recruiting and selection programs with District culture, competencies and values; by oversight of internal career pathing, mentoring, employee and leadership development, education/tuition, and succession planning programs; by leveraging data and people analytics to assess attrition and other drivers impacting Talent Acquisition success; and by developing strategic partnerships with community, regional, national and industry workforce readiness leaders.

#### **Accountability #5**

Oversee the creation and implementation of the District's Employment Value Proposition (EVP) to maximize employee value, business value, and end-customer value received in exchange for the total investment in people programs, processes, systems and services by engaging with cross-departmental teams to identify the human-centric drivers of both attraction and retention to the District; by engaging with a diverse set of individuals representing current and future workforce diversity personas; by cascading the EVP working model into the Total Rewards Philosophy, Negotiations Strategy, Talent Strategy, and other EVP-driven people programs and systems; and by ensuring the EVP is maintained and refreshed in an agile, continuous approach aligned with internal and external values driving maximum employee engagement.

#### **Accountability #6**

Foster a growth-oriented learning organization in partnership with all District leaders by sponsoring and championing continuous improvement initiatives and programs; by creating a culture of trust in which failing forward is the norm; by identifying and overseeing opportunities to better align our organization with our strategic anchors through improving service delivery, reducing costs and waste, increasing quality and productivity; and by driving innovation and creativity into workgroups that allows the District to pivot quickly and to solve challenges and opportunities.

#### **Accountability #7**

Ensure a community and customer focused culture aligned with Strategic Anchors and values by developing strategic working relationships with local, regional and industry partners through engagement on committees, workshops and presentations; by participating in programs and with organizations that support improving the quality of life for our community and customers; by maintaining awareness of challenges and opportunities in the community; and by demonstrating community and customer

commitment through service and servant leadership.

**Accountability #8**

Manages and evaluates the performance of assigned staff including providing coaching, positive recognition and discipline when appropriate. Provides opportunity for employee development and training as appropriate. Ensures staff understands and complies with District Directives, safety rules and other related policies and procedures. Establishes performance expectations, work priorities, staff assignments and administrative procedures. Cooperates with other District departments to ensure coordinated work efforts. Evaluates staffing needs of the department and makes recommendations to the General Manager for increases and/or decreases in staffing levels. Conducts interviews and makes staff selections to meet the Districts strategic plans and critical goals.

**Accountability #9**

**Accountability #10**

**Minimum Qualifications Note**

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at [HRRecruiting@snopud.com](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

**Qualifications – Education and Experience**

**Minimum Required Education and Experience:**

Bachelor's Degree in Business or Public Administration, Industrial/Organizational Psychology, Leadership, or related field, AND  
Six (6) years progressively responsible experience in human resources or organizational development;

OR

Ten (10) years progressively responsible experience in human resources or organizational development.

**Preferred Education and Experience:**

Master's in Leadership, Organizational Development, Industrial & Organizational Psychology, General Psychology, Business or Public Administration or related.

**Qualifications – License(s) and/or Certification(s)**

**Minimum Required License(s) and/or Certification(s):**

**Preferred License(s) and/or Certification(s):**

SPHR, SHRM-CP, or related human resources or industrial and organizational psychology certifications.

**Qualifications – Skills and Abilities**

**Minimum Required Skills and Abilities:**

- Management philosophies, theories, and practices, including employee involvement techniques and cultural change.
- Business acumen, and a solid understanding of the challenges facing internal service and operational departments.
- Understanding of executing strategy through people processes and systems.
- Applicable Federal, State and Local laws and regulations.
- Provide leadership, advise and consultation and coaching to all levels.
- Build partnerships and teams; stakeholder management.
- Analyze and resolve problems.
- Use independent and discretionary judgment.
- Communicate effectively with all levels of the organization and outside agencies.
- Analyze statistical data and trends.
- Interpret directives and procedures.
- Manage and maintain confidential information.
- Manage a variety of functions and conflicting priorities.
- Facilitate group processes.

## Preferred Skills and Abilities:

### Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Executive Leadership Team level.

- Authenticity
- Building Customer Relationships
- Building Self-Insight
- Business Savvy
- Coaching and Developing Others
- Compelling Communication
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Cultivating Networks and Partnerships
- Driving Execution
- Emotional Intelligence Essentials
- Energizing the Organization
- Establishing Strategic Direction
- Executive Presence
- Financial Acumen
- Inspiring Excellence
- Leading Change
- Optimizing Diversity
- Personal Growth Orientation
- Positive Approach
- Sharing Responsibility (Delegating)
- Strategic Influence

### Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)

Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Occasional (11-33%)
Operate foot controls	Never
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Occasional (11-33%)
Use distance vision	Seldom (1-10%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Never
Speak	Constant (67-100%)
Hear	Constant (67-100%)

**Additional Physical Demands not listed above and associated frequency below.**

Lifting and carrying - up to 10 lbs. This is possibly NOT a requirement; I am open to removing.

**Mental Demands**

<b>Communication</b>	<b>Frequency</b>
Understand and carry out simple oral instructions	Constant (67-100%)
Understand and carry out complicated oral instructions	Constant (67-100%)
Train other workers	Constant (67-100%)
Work alone	Frequent (34-66%)
Work as a member of a team	Frequent (34-66%)

Follow standards for work interactions	Occasional (11-33%)
Write communications for clarity and understanding	Frequent (34-66%)
Speak with clarity with others	Constant (67-100%)
<b>Comprehension</b>	<b>Frequency</b>
Read and carry out simple instructions	Constant (67-100%)
Read and carry out complicated instructions	Constant (67-100%)
Retain relevant job information	Constant (67-100%)
<b>Reasoning</b>	<b>Frequency</b>
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Occasional (11-33%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

**Additional Mental Demands not listed above and associated frequency below.**

Requires EQ

**Work Environment**

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**



<b>Risk Conditions List</b>	<b>Frequency</b>
Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**

**On-Call Status and Frequency**

**On-Call is required.**  
 Yes  
 No

**On-call activities and frequency.**

**Work Location**

**The primary assignment for this position is:**  
 Remote  
 Office Hybrid  
 On-Site  
 Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time. This position

description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.