



# Lead Water Services Coordinator

<b>Job Code</b>	20001036	<b>Job Family</b>	Support	<b>Professional / Knowledge Worker</b>	
<b>Department</b>	Water Resources Admin	<b>Reports to</b>	Mgr Wtr Util Business Svs	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2057	<b>This Job is a Lead</b>	Yes
<b>Last Updated</b>	12/1/2022				

## 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 Lead Water Services Coordinator develops and manages a centralized water service/developer extension program for the District's Water Utility to ensure that expedient, cost-effective and accurate information regarding water service and availability is provided to internal and external customers. Develops and maintains procedures, recommends policies and project billing guidelines as well as reporting systems/tracking to include the preparation of monthly statistics and financial information. Performs as project lead on assigned projects including, but not limited to, managing the Water Utility's Cross Connection program. Oversees Water Services Coordinators providing them coaching, mentoring, training and feedback.

## Accountabilities

### Accountability #1

Ensure the transparency, assurance and trust of our customers by acting as the lead liaison between staff and the county/city in responding to customer/employee/contractor inquiries regarding the facility, water system concerns, water availability, conditions of service, construction, developer extension project status and new services as well as general inquiries; coordinate the research and resolution to any data discrepancies with the updating of various systems (GIS, SAP, etc.) to reflect accurate information; develop and provide guidance and interpretation of the District's Water Service Policies and Rate Schedules, District Directives & Procedures relating to Water delivery and service, Water Service Extension Policies; ensure compliance regarding service provided and other related topics; assist with the Water Utility rates and/or cost studies as well as any administration assistance of grants and/or loans, and similar responsibilities.

### Accountability #2

Deliver excellent internal and external customer experiences through transparent, consistent, and proactive communication by recommending and managing and coordinating changes in processes and related Water Utility staff communication; successfully direct the coordination with field personnel on installation of new water service equipment, construction fill stations and location/relocation of existing water services and equipment; serves as the Water Utility Work Manager and Work Order Super User by working closely with other District teams to improve processes as well as manage the Water Utility work orders; provide technical support to Water Utility staff as needed and as it pertains to services being provided, reporting and training; serve as a resource at the Water Utility for current District procurement policies and procedures; assist in the review of joint use project management for cell sites on Water property, and similar responsibilities.

### Accountability #3

Increase the public's confidence in the quality of Water Utility service by managing the Cross Connection Control program including the administration of the database and coordination with Water Utility staff on

shutoffs; evaluation of water use based on the degree of health hazard and hydraulic conditions as well as the testing of backflow prevention assemblies; review of reports submitted by certified Backflow Assembly Testers; maintenance of guidance and regulations from the Department of Health, and similar responsibilities.

**Accountability #4**

Demonstrate powerful partnership that reflects an understanding of community and customer needs by administering the District's water line and developer extension programs/agreements, including extension fees and latecomer provisions, right of way and other permits; develops and maintains a system to ensure applicable fees are applied/refunded appropriately and that the maps and databases are current; coordinates the calculation of fees, pre-construction meetings and plat acceptance letters; oversees, interprets and prepares interim connection agreements and local utility district (LUD) contracts as well as satellite system administrative tasks; serve as the Water Utility's senior resource for current District procurement policies and procedures, and similar responsibilities.

**Accountability #5**

Maintain transparency and the trust of our customers and stakeholders in pricing and services by researching and preparing detailed information for our customers by calculating water use and associated billings with respect to fill stations and permits, ensuring wholesale agreement terms and conditions are met including the validation of District wholesale rates and the reporting of information with other District departments such as General Accounting; lead analyst to review emergency intertie water use and conduct research to prepare water availability letters for developers and new metered customers; ensures customers on water systems with surcharges are tracked appropriately and calculates any payoff amounts as requested; manages the recording of information needed to calculate items for customers such as water pressure to determine use of a booster facility or installation of a pressure reducing valve; oversees customer contracts and provides training to Water Utility staff around processes associated to these and other contracts, and similar responsibilities.

**Accountability #6**

Achieve the highest level of employee and community trust in how the District manages reporting and compliance by preparing accurate and timely reporting, analyzing and distributing various Water Utility related forms and reports; working with subject matter experts in the effort to prepare and report various Federal and State required forms around water quality, FERC, the Department of Health and other related reporting; review and analyze data coming from the City of Everett as well as the SCADA computer software statistical data for pump stations, wells, reservoirs, etc. for the purposes of working with the Snohomish Health District and other agencies so that unaccounted water and other required reporting is submitted appropriately through reports such as, but not limited to, the Water Use Efficiency (WUE) and coordinated efforts with Fire Districts to ensure the accuracy of reporting Fire Department water use, and similar responsibilities.

**Accountability #7**

Increase the public's confidence in the quality of Developer Extension project communication and reporting by developing and maintaining progress tracking reports of current and on-going projects, to monitor the flow of Developer Extension projects in a dashboard platform for ease of use by Water Utility staff in order to expedite the accurate communication of project status; define and recommend reporting solutions to meet business needs, facilitate process improvement and enhance workflow, and similar responsibilities.

**Accountability #8**

Deliver excellent customer experiences through powerful cross group partnership and collaboration that improves effectiveness and results by reviewing planning documents from Snohomish County and local City planning departments assessing the impact to the District's water system; evaluate developer project plans and their relationship to the District's ten (10) year comprehensive Water System Plan and developer main extension requirements, and similar responsibilities.

**Accountability #9**

Contribute to career growth opportunities for other operations staff through coaching and mentoring, and similar responsibilities.

**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 Administration or related field, AND  
Six (6) years of experience in the Water Utility Industry;

OR

Associate's Degree in Business Administration or related field, AND  
Eight (8) years of experience in the Water Utility Industry;

OR

Ten (10) years of experience in the Water Utility Industry.

***Preferred Education and Experience:***

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

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

Valid Washington State Driver's License  
Water Works Basic Course Certification  
Water Distribution Manager 1 (WDM1) Certification  
Cross Connection Specialist Certification

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

**Qualifications – Skills and Abilities**

***Minimum Required Skills and Abilities:***

Knowledge of basic business concepts/theories/practices  
Research, analyze, evaluate and interpret data in various databases  
Work independently with minimal direction executing customer service policies and procedures  
Experience with computers and PC related software (word processing, spreadsheets, database, etc.)  
Manage and interpret information to be able to work through conflict resolution, negotiations and problem solving  
Maintain accurate record systems  
Perform statistical computations; interpret and analyze the data and develop reports for management  
Knowledge of water construction standards and practices, as well as water utility operations

Ability to apply District water policies, directives and procedures in completion of daily work while utilizing independent and discretionary judgement

**Preferred Skills and Abilities:**

Communicate both orally and in writing effectively with customers, employees, contractors and outside agencies

Exercise good judgment and discretion in handling of sensitive material

Work effectively as a team member with both field and office staff in a fast-paced changing environment

Ability to work through conflict resolution, negotiations and problem solving

Be organized and have a strong attention to detail while coordinating a variety of tasks and assignments simultaneously

Knowledge of engineering terminology, techniques and practices

Development of presentations to all levels of staff

**Competencies**

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

- Adaptability
- Aligning Performance for Success
- Building Customer Relationships
- Building Talent
- Coaching
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Customer Focus
- Delegation and Empowerment
- Driving for Results
- Driving Innovation
- Emotional Intelligence Essentials
- Empowering Decision Making
- Execution
- Guiding Team Success

Initiating Action  
 Inspiring Others  
 Leveraging Feedback  
 Positive Approach  
 Professional Knowledge and Aptitude  
 Selecting Talent  
 Stress Tolerance  
 Technology Savvy

## Physical Demands

### Physical Demands List

### Frequency

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

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

## **Mental Demands**

<b>Communication</b>	<b>Frequency</b>
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Constant (67-100%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
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	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
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	Frequent (34-66%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Occasional (11-33%)
Work for long periods of time	Seldom (1-10%)
Work on several tasks at the same time	Constant (67-100%)

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



## Work Environment

### Environmental Conditions List

Environmental Conditions List	Frequency
Exposure to weather	Occasional (11-33%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Never
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.**

### Risk Conditions List

Risk Conditions List	Frequency
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	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Seldom (1-10%)
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.