



Manager, Customer Accounting

Job Code	20000981	Job Family	Manager/1st Level Leader	Leader	
Department	Customer Accounting	Reports to	Sr Mgr, Cust Acct & Meter Rdng	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059		
Last Updated	10/24/2023				

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

Provides leadership to department and manages meter to cash functions to ensure timely and accurate customer consumptive billing and payment processing. Works collaboratively with internal and external stakeholders to ensure billing data reliability and accuracy.

Accountabilities

Accountability #1

Create a culture of caring, mutual respect, and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners, and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements. Foster innovation and growth by being open to receiving feedback from employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #2

Deliver exceptional value to our customers through continual improvement and innovation by developing, recommending and effectively managing the Customer Accounting Department budget; identifying, evaluating and recommending resourcing options that reflect appropriate prioritization of accurate and timely consumptive invoicing; accurate and timely payment processing and deposit reconciliation; maintaining internal controls for billing data; and determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

Accountability #3

Ensure customer, partner and stakeholder confidence in accuracy and timeliness of billing and receipting by providing employees with established performance standards, work priorities, staff assignments and administrative procedures; formulate, maintain, and adhere to scheduled departmental activities. Provide transparency through collecting, maintaining, and sharing metrics on individual and departmental performance including overall work product and accuracy, and similar responsibilities.

Accountability #4

Deliver excellent customer experiences through powerful cross group partnership and collaboration that improves effectiveness and results by communicating, training, and ensuring billing data reliability; accurate and timely invoicing and payment processing; and similar responsibilities.

Accountability #5

Deliver exceptional value focused on clearly defined priorities and tradeoffs by Customer Accounting Department goals and objectives for short and long-term strategic planning, generating enthusiasm for the vision and values of the District; providing opportunities for innovation and supporting the team through change.

Accountability #6

Accountability #7

Accountability #8

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, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor’s Degree in Business or Public Administration, or related field, AND
Two (2) years of progressively more responsible experience in Customer Accounting;

OR

Six (6) years of progressively more responsible experience in Customer Accounting.

Preferred Education and Experience:

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

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

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

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Extensive knowledge of customer billing processes and systems.

Extensive knowledge of all payment processing channels and knowledge of banking regulations.

Hire, train, and build a quality team.

Build positive relationships with employees and maintain relationships characterized by trust and respect.

Communicate effectively and transparently.

Create and maintain collaborative relationships between departments and workgroups.

Support and sponsor continual improvement, actively engage employees, and create opportunities for employees to make decisions that impact their work.

Plan and organize work in order to adapt to changing processes and priorities.

Manage and interpret complex information for use in developing recommendations for a course of action.

Work independently with minimal direction.

Recommend new and updated policies that meet regulations and best practices.

Learn, interpret and apply District Directives, policies, procedures, the Collective Bargaining Agreement.

Manage confidential information.

Use independent and discretionary judgment.

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 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

Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Seldom (1-10%)
Drive	Seldom (1-10%)
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)	Seldom (1-10%)
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	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Frequency

Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Frequent (34-66%)
Work alone	Frequent (34-66%)
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	Frequent (34-66%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)
Reasoning	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)
Resilience	Frequency
Work under pressure	Frequent (34-66%)
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.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
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	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	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

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.