



## Manager, Customer Service

<b>Job Code</b>	20000013	<b>Job Family</b>	Manager/1st Level leader	<b>Leader</b>	
<b>Department</b>	Various	<b>Reports to</b>	Various	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2059		
<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

Responsible for supervising employees, providing them positive and constructive feedback, and overseeing business operations to ensure compliance and excellent customer experience delivered through all channels

## 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, being open to receiving feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

### Accountability #2

Review, recommend and maintain strategies for ongoing employee engagement to foster empowerment and trust. Deliver opportunities for employee professional development and job advancement within the department, District, or elsewhere. Deliver positive input and constructive feedback, as well as creative learning opportunities, to direct-reporting employees and contribute to delivering the same to employees at all levels to foster growth and increased career opportunities in an equitable and welcoming manner, and similar responsibilities.

### Accountability #3

Contribute to ensuring and maintaining department operational goals are continually and prudently met or exceeded. Maintain clear roles and responsibilities and contribute to the success for all teams across the District when involved cross-functionally. Ensure proper staffing for the department to meet the business needs of the District in a financially responsible manner while also promoting healthy work/life balance for employees. Review, recommend and maintain technology that enables employee and customer success. Communicate successfully to direct-reporting employees and contribute to communicating to all person(s) whether one-on-one, group settings, employees/customers/stakeholders, or otherwise, and similar responsibilities.

### Accountability #4

Ensure ongoing continual improvement to provide outstanding value and operational solutions that maintain an excellent customer and employee experiences, reduce operational costs, and increase efficiencies. Contribute to delivering outstanding value to our customers by developing, recommending, and effectively managing budget(s), options that reflect appropriate prioritization and tradeoffs between

cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, providing the right opportunities for all employees, consistently innovate, and similar responsibilities.

**Accountability #5**

Deliver excellent customer and employee experiences and partner with others in achieving the same. Contribute to guiding others through transparency, clarity, and humility. Maintain methods and practices to better reach and partner with our communities, and similar responsibilities.

**Accountability #6**

Maintain and recommend improvements to strategic planning for departmental success. Maintain and recommend best practices and lessons learned through peer utilities and other available agencies, consultants, and associations, and similar responsibilities.

**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](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, or related field, AND  
Two (2) years of progressively more responsible experience in a Customer Service Department;

OR

Six (6) years of progressively more responsible experience in a Customer Service Department.

### **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:**

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

Communicate effectively and transparently to employees.

Distribute information accurately, timely, and thoroughly so that employees feel well-informed, respected, and equipped.

Effectively hold employees accountable for professional behaviors and work product; give feedback skillfully so that employees will know how they are doing, including the areas in which they are succeeding, as well as where they need continued growth.

Ask for, and be open to receiving, feedback from our employees.

Create and maintain collaborative relationships between departments and workgroups.

Find ways to build bridges, remove roadblocks, collaborate, and effectively communicate between workgroups.

Create opportunities to empower employees in decision-making opportunities, giving autonomy

in a collaborative approach.

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

Avoids triangulation.

Prepare statements and reports on Key Performance Indicators (KPIs); analyze, evaluate, and interpret KPI data

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

Work independently with minimal direction

Research, analyze, and apply both current and emerging Customer Service standards and guidance

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	Seldom (1-10%)
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	Seldom (1-10%)
Reach	Occasional (11-33%)
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	Seldom (1-10%)
Use close vision	Occasional (11-33%)

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	Occasional (11-33%)
Train other workers	Seldom (1-10%)
Work alone	Constant (67-100%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Occasional (11-33%)
Speak with clarity with others	Occasional (11-33%)

### 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	Occasional (11-33%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Seldom (1-10%)

### 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	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

<b>Environmental Conditions List</b>	<b>Frequency</b>
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Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Never
Confined/restricted working environment	Seldom (1-10%)
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>
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Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
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	Seldom (1-10%)
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.**

Be prepared to bring in CSRs for events and/or storms Frequently - 1x month 6-12 times a year

**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.