



Manager, Customer Systems & Support

Job Code	20000818	Job Family	Manager/1st Level leader	Leader	
Department	Cust Svc Sup-Quality	Reports to	Senior Manager, Customer Experience	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2061		
Last Updated	5/8/2023				

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

Oversees and successfully manages technology, systems, and applications within the Customer and Energy Services Division. The technology, systems, and applications include anything customers directly interact with to conduct business (also known as Customer Self-Service) or anything utilized by customer service employees to interact directly with customers or indirectly support District customers. Successfully manages staffing and workforce management, quality assurance, and training and development efforts within the Customer Service department while reporting to the Senior Manager of Customer Service.

Accountabilities

Accountability #1

Maintain a culture of mutual respect and trust. Contribute to culture where every employee feels welcomed and valued. Guide and train employees through change of any type. Maintain departmental expectations and standards set by Senior Manager and executive leadership and translate them to direct reports as actionable insights. Maintain processes so that staffing/hiring is fair and equitable to sufficiently meet the evolving business needs and in a fiscally responsible manner. Contribute to delivering and recommending opportunities to recognize positive employee performance and achievements. Be open to receiving feedback from Executive Leadership, Senior Manager, employees, and others to improve as a leader.

Accountability #2

Review, recommend and maintain strategies for ongoing employee engagement to foster empowerment and trust. Deliver positive input and constructive feedback through leadership, oversee department training and quality assurance efforts, manage department staffing levels, and provide creative learning opportunities to direct-reporting employees and contribute to delivering the same to employees at all levels. Foster growth and increased career opportunities in an equitable and welcoming manner for employees. Deliver opportunities for employee professional development and job advancement within the department, Division, or District.

Accountability #3

Deliver outstanding value for our customers by managing the success of technology within the Customer & Energy Services Division. Identify and maintain a deep understanding of Division technology, system infrastructure, applications, and processes. Oversee, manage, and prioritize Customer and Energy Services Division technical projects, technology implementations, bug fixes, process improvements, Customer Self-Service features, and other technology-related aspects of the Customer Experience. Ensure District technology utilized by customers meets or exceeds customer expectations, is easy for all customers to adopt and interact with and is accessible via the channel(s) customers prefer. Ensure customer data is kept accurate and private. Ensure District technology utilized by Customer and Energy

Services employees to interact with customers directly, or indirectly on behalf of the customer, is effective and meets or exceeds employee needs. Accomplish success with customers and employees through proactive planning, decisiveness, effectively managing implementations, monitoring system changes, measuring customer and employee sentiments, and prudently mitigating costs. Ensure successful partnership with stakeholders, both IT and business, such as but not limited to Project and Program Managers, Solution Architects, Analysts, and any others. Effectively communicate updates and provide appropriate reporting to all affected parties regarding all technical systems and applications.

Accountability #4

Deliver outstanding value for our customers by managing the success of staffing and workforce management, training and development efforts, and quality assurance within the Customer Service department. Guide day-to day staffing and scheduling for department staff. Evaluate and recommend proper staffing levels for the department to meet or exceed operational goals to senior and executive leadership. Oversee training of new employees (NET Program) and ongoing training and development needs of employees in the Customer Service department. Ensure consistent customer experience across all customer service communication channels that aligns with department goals and District priorities.

Accountability #5

Manage and direct the development and administration of responsible budgets, goals, and objectives. Manage, direct, and/or conduct research and development project activities related to the District's customer-related technology and systems, workforce management, quality assurance, and training and development efforts. Maintain and recommend best practices and lessons learned through peer utilities and other available agencies, consultants, and associations, and similar responsibilities. Serve as the main point of contact for vendor contracts. Manage vendor contracts and vendor performance. Establish service level expectations and hold vendors accountable to those expectations.

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 Administration, Information Technology, Finance, or related field,
AND

Four (4) years of related experience in information technology, customer systems support,
customer service, budgeting/accounting, or related;

OR

Eight (8) years of related experience in information technology, customer systems support,
customer service, budgeting/accounting, or related.

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:

Applicable Federal, State, Local and District regulations.
Computer applications including word processing, spreadsheets, and data bases.
Electrical utility terminology, techniques, and components.
Executive management presentation and communication techniques.
Financial and budget development and planning processes.
Management theories and practices including cost-benefit analysis.
Methods and techniques used in effective management.
Negotiation, relationship building/partnering, and conflict management/ mediation.
Problem identification and analysis techniques.
Program/project management methodologies and tools.
Short- and long-range planning.
Word, PowerPoint, SharePoint, Excel and other database tools and techniques.
SAP Customer Solutions including CIS, CRM, Web-IC, Solman etc.
Develop budgets and performance metrics.
Build and manage effective teams and facilitate alignment with District goals and objectives.
Communicate and work effectively, both orally and in writing, with various levels of the organization, outside agencies, and customers.
Adapt and change priorities as necessary.
Determine needs for financial resources and allocate them according to business priorities.
Manage diverse complex functions.
Effectively coordinate a variety of activities.
Learn, interpret, and apply District directives and policies.
Maintain a high level of customer service.
Manage confidential information.
Meet critical timelines and deadlines.
Proactively and constructively deal with conflict.
Supervise, coach, and assist staff in development of management/leadership skills.
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	Occasional (11-33%)
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	Never
Bend/Stoop	Never
Squat/Kneel	Never

Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Never
Grasp (forceful)	Never
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	Never
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Never
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	Frequent (34-66%)
Follow standards for work interactions	Frequent (34-66%)
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	Occasional (11-33%)
Read and carry out complicated instructions	Occasional (11-33%)
Retain relevant job information	Frequent (34-66%)

Reasoning	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Seldom (1-10%)
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	Occasional (11-33%)
Work on several tasks at the same time	Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
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	Never

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.

On-call status may be required to oversee technology implementations, upgrades, or large changes.

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.

