

Manager, Distribution Services

Job Code	20000123	Job Family	Manager/1st Level leader	Leader	
Department	Various	Reports to	Sr Mgr Reg Design&Const Svcs	Union Status	Non- Represented
FLSA Status	Exempt	Pay Grade	2060		
Last Updated	07/27/2025				

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

Manages and supports employees in the Distribution & Engineering Services Division including Customer Engineers and Office Technicians in the overall design for construction, and/or maintenance of the District's electrical system in their assigned service territory. Ensures customer needs are met in a timely manner. Manages overall budget for office or team.

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

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending and effectively managing respective budget, identifying, evaluating and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

Accountability #3

Maintain transparency and the trust of our customers and stakeholders by consistently producing high quality and timely results including excellent customer service, support to employees, performance management, and efficient planning of work.

Accountability #4

Uses independent and discretionary judgment in managing the work of the department, assigned staff, and projects that require cross-departmental involvement while producing sound decision making results.

Accountability #5

Increase the public's confidence in the District's reliability and restoration response by maintaining current knowledge of local service area transmission and distribution circuits, major switches, protection device locations, and areas requiring immediate power restoration in order to provide leadership and advice during outages, and similar responsibilities.

Accountability #6

Ensures staff serve as a fundamental, essential, knowledgeable and direct communication link between the District, customers, vendors, and contractors related to vegetation management, and similar responsibilities.

Accountability #7

Achieve the highest level of employee and community trust in how the District manages compliance by interpreting residential, commercial and industrial policies and procedures related to rate schedules, line extensions, electrical service requirements, construction standards, engineering standards and local building codes, while ensuring compliance, and similar responsibilities.

Accountability #8

Monitors the District's construction and cost estimating system, Work Order Management Systems (WOMS) and a variety of technical computer programs for improvements and/or problem solving, and similar responsibilities.

Accountability #9

Achieve the highest level of employee and community trust in how the District manages compliance by checking for compliance with District Directives and State and District safety regulations for customers in the local service area. Coordinates actions and makes recommendations as appropriate, and similar responsibilities.

Accountability #10

Demonstrate outstanding value relative to cost to our customers by coordinating engineering, construction and customer service staff to ensure the efficient and cost effective delivery of service within the local service area. Provides prompt attention to customers with problems, questions and/ or concerns and similar responsibilities.

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 Engineering, Construction Management, Business, or related field, AND
Two (2) years of experience in engineering, construction, electric utility operations, project management, or in a lead or supervisory capacity;

OR

Six (6) years of experience in engineering, construction, electric utility operations, project management, or in a lead or supervisory capacity.

Preferred Education and Experience:

Degree in Leadership or Engineering

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

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

Valid Washington State Driver's License with a good driving record

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

Journeyman Lineman Certification

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Current management practices.
Ability to learn Engineering and construction standards for overhead and underground electrical distribution systems.
Budgeting and Accounting practices.
Supervise, coordinate and coach.
Use independent and discretionary judgment.
Sound Decision Making.
Analyze and solve problems.
Communicate and work effectively with all levels in the organization, outside agencies, and the public.
Manage confidential information.

Coordinate a variety of responsibilities and activities.
Ability to adapt to changing utility world.

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	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Seldom (1-10%)
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)	Seldom (1-10%)
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Lift/carry/push 25 lbs.

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	Occasional (11-33%)
Work alone	Frequent (34-66%)
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	Constant (67-100%)
Comprehension	Frequency
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%)
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	Seldom (1-10%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
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	Constant (67-100%)

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	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
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.

Risk Conditions List	Frequency
Exposure to Heights	Never
Exposure to Electricity	Seldom (1-10%)
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	Seldom (1-10%)
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.

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.