



Manager, Operational Technologies Engineering

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|---------------------|--------------------------------|-------------------|----------------------------------|---------------------|-----------------|
| Job Code | 20000349 | Job Family | Manager/1st Level leader | Leader | |
| Department | Operational Technologies Engin | Reports to | Sr Mgr Trans & Dist Sys Op & Eng | Union Status | Non-Represented |
| FLSA Status | Exempt | Pay Grade | 2062 | | |
| Last Updated | 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

Provides leadership and management for the electric system Operational Technologies (OT) engineering team for Supervisory Control and Data Acquisition (SCADA), Advanced Distribution Management System (ADMS), IT operational applications and other Operational Technologies Services. Provides tactical and strategic direction in managing and leveraging engineering data in support of daily business operations consistent with the District's mission, goals and values. Manages, trains, and develops staff to perform the department functions accurately and efficiently.

Accountabilities

Accountability #1

Deliver exceptional value to our internal and external customers and partners through excellent operational execution by exceeding customer service expectations, consistently providing accurate and timely responses, collaboration with other departments resulting in effective coordination of work efforts, and similar responsibilities.

Accountability #2

Deliver exceptional value to our customers through fiscally responsible planning and management by following the organizations financial goals and objectives, leading the development and administration of the workgroup's budget and spending. Ensures all workgroup team members are knowledgeable about their individual role in cost containment, and similar responsibilities.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages Operational Technology Engineering by establishing department priorities, leveraging information technology advances related to data utilization and enhancements for decision-making, effectively plan, organize, and implement business processes and engineering requirements related to Transmission and Standards Engineering services. Ensures business processes and engineering workflows are meeting all legal, regulatory, and engineering requirements. Ensures measurement of departmental performance through the establishment and monitoring of relevant KPI's, and similar responsibilities.

Accountability #4

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 #5

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget(s), 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 #6

Creates and fosters a culture of continuous improvement and customer centricity. Ensures establishment of team building, performance expectations, work priorities, staff assignments and administrative procedures. Cooperates with other District departments to ensure coordinated work efforts, and similar responsibilities.

Accountability #7

Ensures measurement of departmental performance through the establishment and monitoring of relevant KPI's. Manages and evaluates the performance of assigned staff including setting of clear expectations, creating a safe welcoming environment, provides opportunities and challenges for a diverse workforce, provides feedback, coaching, and holds employees accountable, and similar responsibilities.

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, Engineering, Computer Science, or related field,
AND

Two (2) years of directly related utility experience;

OR

Six (6) years of directly related utility experience.

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:

Management and supervisory principles and practices
Project management, negotiation, relationship building/partnering, and conflict management/mediation
Computer applications including word processing, spreadsheets and data bases
SCADA, ADMS, GIS and other operational technologies
Customer service techniques and practices
Financial and budgeting processes
Applicable Federal, State, Local and District regulations
Leadership methodologies and performance management
Quality assurance principles and practices

Supervise, coach and assist staff in development of management/leadership skills
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
Interpret and apply District directives, policies and procedures
Use independent and discretionary judgment
Effectively coordinate a variety of activities
Manage confidential information
Manage and supervise complex functions, programs, projects and department budgets
Analyze, critique, and evaluate OT problems and solutions.
Resolve issues using collaborative, team techniques
Negotiate and facilitate change in the organization

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 | Constant (67-100%) |
| Walk | Seldom (1-10%) |
| 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 | Constant (67-100%) |
| Use distance vision | Occasional (11-33%) |
| Use color vision | Occasional (11-33%) |
| 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

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 Constant (67-100%)

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 Frequent (34-66%)

Direct work activities of others Frequent (34-66%)

Resilience

Frequency

Work under pressure Seldom (1-10%)

Work for long periods of time Seldom (1-10%)

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 | 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 | Never |
| Exposure to Toxic or Caustic Chemicals | Never |
| Working with Explosives | Never |
| Exposure to Radiant Energy | Seldom (1-10%) |
| 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 | 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.

Storm Support Occasionally - 1x quarter or 4-6 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.