



Manager, Water Utility Business Services

Job Code	20000776	Job Family	Manager/1st Level leader	Leader	
Department	Water Resources Admin	Reports to	AGM Water Utility	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059		
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

Responsible for the management, planning, and organization of the administrative, accounting, and financial functions of the Water Utility. Manages the planning, development, implementation, evaluation and administration of support services, including business process improvements, and services provided to the District's Water Utility customers and internal engineering and operations staff. Oversees the timely and accurate reporting of established key performance indicators and budget status to the Water Utility's management team.

Accountabilities

Accountability #1

Deliver exceptional value focused on clearly defined priorities and tradeoffs by ensuring the Administrative staff clearly understand the expectations regarding safety rules, applicable District Directives, their work priorities, assignments, and procedures that need to be followed for the effective flow of work. Responsible for delegating decision making and evaluating Administrative staffing needs and making recommendations for additional staffing as needed and similar responsibilities.

Accountability #2

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, working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages the budget by monitoring water revenues associated with connection fees, customer contract services, consumption sales, property rentals, repayment of local utility assessments, cell tower sites, grants/loan and making recommendations to ensure the utility maintains adequate funding. Responsible for the review of delinquent accounts and overseeing collection efforts to ensure they are performed appropriately.

Accountability #4

Deliver excellent customer experiences that reflect friendly, positive interactions by effectively handling customer service-related transactions, such as customer complaints, leak adjustments, waterdisconnect and reconnect processes, notification of system shutdowns as well as ensuring a good working relationship with the Customer Service Division, the Water Superintendent, Water Crew Coordinator, Engineering, and water operational staff as needed to ensure fair and equitable treatment of Water Utility

customers.

Accountability #5

Deliver excellent customer experiences through reliable, dependable, predictable service by tracking new service applications, collection of appropriate fees, applying for and tracking status right of way permits, tracking the time and final costs required for final installation of new water services and customer contracts, and overall management of the District’s annual Non-Contiguous Local Utility District (LUD) process.

Accountability #6

Deliver exceptional value to our customers through fiscally responsible planning and management by working closely with the rest of the water management team, Finance, Risk Management, and selected consultants to ensure the ongoing financial viability of the Water Utility through the compilation and analysis of statistical and technical data related to rates, surcharges, and fees. Responsible for performing ongoing cost of service, rate, fee, debt management, and financial modeling updates to the Water Utility’s financial model as well as conducting benchmarking studies and rate comparisons for other utilities in the area.

Accountability #7

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 #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, Accounting, Finance, or related field, AND
Two (2) years progressively related experience in financial planning, budgeting, or project management;

OR

Six (6) years progressively related experience in financial planning, budgeting, or project management.

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:

Principles, practices, and philosophies of audit management and control.
Complex financial software and its use in the contracting, engineering and construction areas.
Computer applications including word processing, spreadsheets and data bases.

Familiarity with FERC/NARUC accounting and its use in the Water industry.
Problem identification and research and analysis techniques.
Leadership methodologies and decision making processes.
Cost benefit analysis techniques.
Management philosophies, methods, and procedures
Organizational structures, accounting, budget preparation techniques and practices.
Executive management presentation and communication techniques.
Communicate and work effectively with all levels of the organization, outside agencies, and the public.
Perform complex financial calculations.
Learn and use natural chart of accounts for the Water Utility.
Plan, organize and manage timely completion of projects.
Manage confidential information.
Use independent and discretionary judgment.
Use records management tools and documentation to maintain accurate records.
Coordinate and prioritize a variety of complex tasks and assignments simultaneously.
Learn, interpret and apply District policies, procedures and directives.
Work in fast paced changing environment.
Work effectively as a team member.
Proactively and constructively deal with conflict.
Promote and actively demonstrate safe work practices.

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	Seldom (1-10%)
Stand	Frequent (34-66%)
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	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Seldom (1-10%)
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	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	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	Frequent (34-66%)

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	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	Frequent (34-66%)

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.