



# Program Director

<b>Job Code</b>	20000836	<b>Job Family</b>	Business & Operations Analysis	<b>Professional / Knowledge Worker</b>	
<b>Department</b>	Distribution & Engineering Svc	<b>Reports to</b>	AGM Distribution & Engineering	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2063	<b>This Job is a Lead</b>	No
<b>Last Updated</b>	12/1/2022				

## 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

Manages and leads a major business program. Develops and communicates strategy and objectives/goals to ensure common direction and delivery of program across organization. Partners with District leadership, Information Technology, and other key stakeholders to identify, define, and prioritize opportunities for optimum business value. Ensures program is defined, tracked, and communicated in a consistent and effective manner. Manages program project scope, quality, implementation, timing, and budget appropriately.

## 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 creating a positive safety culture, a culture where all employees feel respected valued and cared for and similar responsibilities.

### Accountability #2

Demonstrate continual improvement that delivers outstanding value to our customers by helping to foster a culture of continuous improvement and customer centricity, cooperating with other District departments to ensure coordinated work efforts, and similar responsibilities.

### Accountability #3

Deliver exceptional value focused on clearly defined priorities and tradeoffs by ensuring all aspects of overall program management governance, including charter, scope, budget, resources, change management, decision making, and communication and similar responsibilities.

### Accountability #4

Deliver excellent customer experiences through reliable, dependable, predictable service by overseeing/leading a major business program across the District to ensure common direction, including strategy analysis, recommendations on program design, process engineering efforts, program implementation, maintenance, and growth and similar responsibilities.

### Accountability #5

Deliver exceptional value to our customers through continual improvement and innovation by ensuring program process re-engineering efforts and the creation of process definitions, policies, procedures, and resolution of program issues and labor impacts and similar responsibilities.

**Accountability #6**

Demonstrate outstanding value relative to cost to our customers by ensuring clear and effective vendor management and vendor management processes including: Request for proposal, vendor selection, negotiation, vendor contract development, implementation, adherence, maintenance and similar responsibilities.

**Accountability #7**

Maintain transparency and the trust of our customers and stakeholders in program management and delivery by ensuring planning, development, and execution of project status briefings for maintenance of effective, cooperative, and productive communications and work relations between project teams and stakeholders and similar responsibilities.

**Accountability #8**

Maintain transparency and the trust of our customers and stakeholders in program management and delivery by ensuring planning, development, and execution of briefings/updates with District Sponsors, GM, and Commissioners to provide effective communication in regards to project scope, budget, status, and alignment with District's overarching strategic direction and similar responsibilities.

**Accountability #9**

Maintain transparency and the trust of our customers and stakeholders in program management and delivery by ensuring program communication to a diverse group including the District, Commission, vendors, customers, and other key stakeholders, and similar responsibilities.

**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 Administration, Computer Science, Engineering, or related field,  
AND

Ten (10) years of progressively more responsible business, program, or project management  
experience;

OR

Fourteen (14) years of progressively more responsible business, program, or project management  
experience.

### **Preferred Education and Experience:**

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

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

Washington State Driver's License.

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

## Qualifications – Skills and Abilities

### **Minimum Required Skills and Abilities:**

Large scale program implementation principles, practices, and philosophies.

Customer service practices and principles.

Program and project management, methods, principals, practices, tools and philosophies.

Leadership and coaching techniques; decision making processes.

Business process re-engineering.

Organizational structures and program alignment.

Vendor management practices. Enterprise application systems.

Budget development and management.

Business management concepts, techniques, and functions.

Business writing skills and presentation techniques.

Change management.  
Cost-benefit analysis and business case development.  
Negotiation techniques.  
Problem identification and analysis techniques.  
Training development and deployment.  
Plan, organize, and manage timely completion of large-scale projects which affect many business functions.  
Coach, mentor, train, and provide leadership and direction.  
Communicate and work effectively with diverse individuals/groups at all levels of the organization, co-workers, customers and external vendors.  
Coordinate between teams of technical resources and business stakeholders.  
Use independent and discretionary judgement.  
Effectively manages a large-scale business program.  
Use project management tools and documentation to maintain accurate records.  
Research and learn new business process, methodologies, and supportive technology.  
Perform a variety of tasks and assignments simultaneously, prioritize, and meet deadlines.  
Gain an understanding of related business processes for assigned program.  
Grasp technical information and explain in understandable terms.  
Proactively and constructively deal with conflict. Problem solve.  
Show a high level of commitment to quality end user service.  
Analyze business and technical issues and describe alternative approaches.  
Complete detailed reports, cost-benefit analysis, and business case documentation.  
Develop procedures and maintain accurate documentation.  
Handle confidential information appropriately.  
Learn, interpret and apply District policies and procedures.  
Negotiate.  
Think logically, be organized and attend to details.  
Work and perform well in a fast-paced environment.

***Preferred Skills and Abilities:***

**Competencies**

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty

- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

## Physical Demands

### Physical Demands List

### Frequency

Sit	Constant (67-100%)
Walk	Occasional (11-33%)
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	Seldom (1-10%)
Use close vision	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Occasional (11-33%)
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	Frequent (34-66%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Occasional (11-33%)
Write communications for clarity and understanding	Occasional (11-33%)
Speak with clarity with others	Frequent (34-66%)

### 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	Occasional (11-33%)

### Organization

	Frequency
Plan own work activities	Frequent (34-66%)

Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Occasional (11-33%)
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

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
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.**

<b>Risk Conditions List</b>	<b>Frequency</b>
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	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.**

### 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.