



## Program Manager IV

<b>Job Code</b>	20000284	<b>Job Family</b>	Program Management	<b>Professional / Knowledge Worker</b>
<b>Department</b>	Various	<b>Reports to</b>	Various	<b>Union Status</b> Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2060	<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

The Program Manager IV is a professional role that is responsible for the development of programs and services for the District and its customers. Program Managers own the business strategy behind a program or service, specify its functional requirements, and generally manage the launch of features. They coordinate work done by many other functions and are ultimately responsible for the business success of the program or service.

## Accountabilities

### Accountability #1

Set the strategy, roadmap, and feature definition for a program and influence every aspect of how it gets built and launched, by designing, developing, and managing activities, and similar responsibilities.

### Accountability #2

Increase service excellence and customer satisfaction through the exploration of new ways to improve existing programs and services; monitoring and analyzing market trends and practicing continuous improvement. Build awareness and understanding of new and enhanced program services by acting as a subject matter expert, creating buy-in for the program vision both internally and with key external partners, and similar responsibilities.

### Accountability #3

Ensure program or service requirements are understood through regular interface with development leads, suggesting workable solutions to teams with consideration for contracting, positioning, and customer requirements, and similar responsibilities.

### Accountability #4

Ensure timely and quality release of program service enhancements by managing prioritization and trade-offs between customer experience, business impact, performance, and post-launch support and working cross-functionally with design and/or technology teams, and similar responsibilities.

### Accountability #5

Ensure customer understanding and adoption of the program or service through the development and delivery of training and post-launch support, and similar responsibilities.

### 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](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, or related field, AND

Six (6) years of experience in managing a program, product, or service deliverable, account management, or related;

OR

Ten (10) years of experience in managing a program, product, or service deliverable, account management, or related.

**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:**

Project Planning and coordination techniques  
Program and Marketing strategy development methodologies  
Work independently with minimal direction  
Research, analyze, and apply both current and emerging technology, standards and trends  
Prioritize and perform a variety of assignments simultaneously, meeting established commitments and deadlines  
Negotiation and dispute resolution techniques  
Work and communicate effectively, both orally and in writing, with all levels of the organization, outside agencies and the general public  
Analyze data, develop reports and make recommendations for program improvement

### **Preferred Skills and Abilities:**

Generating, analyzing, evaluating, and interpreting data for program reports  
Recommend new and updated policies that meet regulations and best practices  
Interpret complex information for use in developing recommendations for course of action

## 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	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
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)	Never
Use Keyboard /mouse	Constant (67-100%)

Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Occasional (11-33%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Occasional (11-33%)
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	Constant (67-100%)
Use peripheral depth perception	Occasional (11-33%)
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	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	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)

### Comprehension

	Frequency
Read and carry out simple instructions	Constant (67-100%)
Read and carry out complicated instructions	Occasional (11-33%)
Retain relevant job information	Constant (67-100%)

### Reasoning

	Frequency
Read and interpret data	Constant (67-100%)
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	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Constant (67-100%)
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

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

<b>Risk Conditions List</b>	<b>Frequency</b>
Exposure to Heights	Never
Exposure to Electricity	Occasional (11-33%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
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	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.