



Quality Assurance Specialist II

Job Code	20000767	Job Family	Business & Operations Analysis	Professional / Knowledge Worker	
Department	Cust Svc Sup-Training/Quality	Reports to	Sr Mgr Customer Experience	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2055	This Job is a Lead	No
Last Updated	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

Monitors, reviews and evaluates customer interactions that occur through all channels, such as, phone calls, emails, chats, etc., to ensure the Customer Service Representative (CSRs) , Lead Customer Service Representative (Lead CSR), Business Customer Service Representatives (BSRs) and Customer Energy Representatives (CERs) are providing exceptional customer service to our ratepayer/owners. Evaluates interactions against predefined protocol guidelines, summarizes data and provides written call summaries providing details on call criteria achieved and missed. Calibrates with peers and managers to ensure consistency in evaluations, identifying trends and training gaps and opportunities for an improved customer experience.

Accountabilities

Accountability #1

Deliver exceptional value to our customers and stakeholders by providing continuous improvement recommendations for key components of the Quality Management system.

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 assisting the Management, peers, and partners to assess and improve the adequacy of the established processes and procedures, and similar responsibilities.

Accountability #3

Deliver exceptional value in support of Employee Quality Training through design and delivery for company-wide compliance, promoting a culture of quality, and similar responsibilities.

Accountability #4

Achieve the highest level of employee and community trust by establishing quality on-the-job training of product requirements and specifications, and similar responsibilities.

Accountability #5

Coordinate the design, collection and monitoring of key quality performance metrics and present metrics to Management on a regular basis through quality management reviews, and similar responsibilities.

Accountability #6

Deliver exceptional value to our customers by monitoring compliance with District and Customer Service standards, policies, and procedures, providing timely and qualitative feedback on compliance, phone

skills, accuracy, and similar responsibilities.

Accountability #7

Achieve the highest level of employee and community trust in the quality of calls by creating, developing, and maintaining quality monitoring processes, forms, and databases, working with management in the design of call monitoring formats, call criteria, and quality standards, and similar responsibilities.

Accountability #8

Increase the public's confidence in the quality of calls by partnering with training and management to inform and define future training needs based on trends identified and tracking using quality analytics, analysis, and similar responsibilities.

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 Quality Assurance, Business, Information Technology, or related field, AND
Two (2) years of experience in a Quality Assurance or Lead Call Center Customer Service role;

OR

Six (6) years of experience in a Quality Assurance or Lead Call Center Customer Service role.

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:

- Excellent written and verbal communications skills with internal and external customers, peers and managers
- Ability to work effectively under pressure to meet deadlines
- Ability to collaborate with peers and demonstrate leadership capabilities in a matrix environment
- Identify opportunities for improvement to the QMS and assist sites in implementing improvement projects
- Collect and compile statistical quality data and analyze to identify areas for improvement to management
- Developing and measuring the way our service agents communicate and deliver service to our customers
- Analyzing quality and operations data to identify trends and improvement opportunities

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	Occasional (11-33%)
Walk	Seldom (1-10%)
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	Never
Bend/Stoop	Never
Squat/Kneel	Never
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Frequent (34-66%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Occasional (11-33%)
Operate foot controls	Never
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	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Frequent (34-66%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Occasional (11-33%)
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

Read and carry out simple instructions	Frequent (34-66%)
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Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Occasional (11-33%)
Count and make simple arithmetic additions and subtractions	Seldom (1-10%)
Use intermediate and/or advanced math	Seldom (1-10%)
Organization	Frequency
Plan own work activities	Occasional (11-33%)
Plan work activities of others	Seldom (1-10%)
Direct work activities of others	Seldom (1-10%)
Resilience	Frequency
Work under pressure	Occasional (11-33%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Seldom (1-10%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
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.

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	Never

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.