



Senior Account Manager

Job Code	20000300	Job Family	Customer Care	Professional / Knowledge Worker	
Department	Various	Reports to	Sr Mgr, Enrgy Svcs & Cust Innov	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2060	This Job is a Lead	No
Last Updated	9/12/2023				

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

A Senior Account Manager is a professional level role that serves as a central point of contact to the district's largest commercial, industrial (C&I) and energy complex customers and large load customers conducting due diligence for locating in PUD territory. They interpret utility policies, rate structures and customer contracts, provide customer/utility communications with existing and new customer contract negotiations developing solutions for shared goals and outcomes. They partner with customers to identify and promote new business opportunities utilizing energy efficiency, demand response, and other programs and solutions to provide value and ensure customer satisfaction. A Senior Account Manager collaborates and facilitates internally and externally to support the overall needs of the district's largest C&I customers, new large load customers and other large C&I customers. They develop and implement complex customer strategies with key internal and external stakeholders to deliver mutually beneficial outcomes with the utilities largest and most complex C&I and new large load customers. They represent the district to the community and industry organizations, and are responsible and accountable for the overall relationship and customer experience of the district's key accounts. A Senior Account Manager serves as a leader within the Key Accounts team mentoring Account Managers I-III.

Accountabilities

Accountability #1

Lead and deliver excellent customer experiences through powerful cross group partnership and collaboration that improves effectiveness and results by proactive communications and frequent contact and consulting with the district's largest and most complex C&I customers, new large load customers and other commercial and industrial customers, and similar responsibilities.

Accountability #2

Serve as the main point of contact for potential new large load customers conducting due diligence to locate in PUD territory. Collaborate with internal and external stakeholders to move the customer from a potential customer to an existing customer. As the primary liaison this includes all customer communications, interpreting, negotiating and presenting customer contracts, developing and managing project milestones and timelines, and similar responsibilities.

Accountability #3

Maintain an awareness of District policies, procedures and local legislation that could impact the operations of our largest and most complex C&I customers or new large load customers. Proactively communicate policies and/or procedures to customers to address issues and to identify and implement solutions, and similar responsibilities.

Accountability #4

Assist in the development, implementation, coordination and continuous improvement of the District's overall key accounts program and strategy, and similar responsibilities.

Accountability #5

Lead and demonstrate powerful partnership that serves as a valuable resource for our customers, industry peers, and community partners by engaging in community organizations and events, industry organizations and other networking opportunities, and similar responsibilities.

Accountability #6

Lead and deliver excellent customer experiences that reflect friendly, positive interactions by troubleshooting issues and offering solutions that meet the needs of both the customer and the utility. Provide transparent, consistent and proactive communications. Develop and maintain strong and positive relationships with business executives, internal and external stakeholders, government agencies, community organizations, and similar responsibilities.

Accountability #7

Maintain transparency and the trust of our customers and stakeholders in the District's governance by providing insight and recommendations into updating existing and creating new policies, procedures and technology system requirements of the utility, and similar responsibilities.

Accountability #8

Lead the development, implementation and continuous improvement of the key accounts major storm event and blue-sky outage customer communications plan, process and strategy. Serve as the internal key accounts lead during major storm events.

Accountability #9

Partnering with the District departments and leadership to ensure key customer interests are considered, anticipated, and addressed when business or infrastructure changes are needed with regard to system capabilities and deliverables.

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, or related field, AND
Four (6) years of customer service, engineering, or sales/account management experience;

OR

Ten (10) years of customer service, engineering, or sales/account management experience.

Preferred Education and Experience:

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

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

Valid Washington State Driver's License

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

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Knowledge of district services, construction practices, policies and procedures
Financial and economic fundamentals
Consultative sales practices and methodologies
Relationship and account management principals and practices

Ability to communicate and work effectively with all levels of the organization, co-workers, customers, outside agencies and external vendors
Manage, administer and negotiate special contracts
Research and learn about new business processes, trends and technologies
Electrical theories and utility operations
Leadership methodologies

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	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
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)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Occasional (11-33%)
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	Never
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Frequent (34-66%)
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	Frequent (34-66%)
Train other workers	Seldom (1-10%)
Work alone	Occasional (11-33%)
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	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	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	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
Resilience	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Seldom (1-10%)
Work on several tasks at the same time	Occasional (11-33%)

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.

Occasionally - 1x quarter or 4-6 times a year 0

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.