



Senior Business Operations Coordinator

Job Code	20001047	Job Family	Administrative Support	Professional / Knowledge Worker
Department	Various	Reports to	Various	Union Status Non-Represented
FLSA Status	Exempt	Pay Grade	2056	This Job is a Lead No
Last Updated	1/10/2024			

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 Senior Business Operations Coordinator supports the strategic operations of the District by independently coordinating complex and varied tasks, such as coordinating meetings or work activities, developing and maintaining documentation, working with internal and external stakeholders, maintaining vendor relationships, coordinating District programs as needed, and/or budget preparation. The Senior Business Operations Coordinator achieves success through excellent time management and communication skills, the ability to collaborate with teams, the ability to deal with ambiguity, and meeting deadlines.

Accountabilities

Accountability #1

Leads the effectiveness of the District's business activities by coordinating daily operations of an assigned department or team, including but not limited to work scheduling and coordination, document preparation, editing and maintenance, creating and maintaining reports, budget development and associated spending, financial reporting, billing, and/or invoicing, and similar responsibilities.

Accountability #2

Maintains appropriate channels of open communication by serving as the liaison with employees and leaders at all levels, customers, vendors, and business stakeholders. Acts as project manager on contracts up to proscribed approval levels. Demonstrates tact and diplomacy via handling, maintaining, and ensuring confidentiality where necessary, and similar responsibilities.

Accountability #3

Ensures delivery of excellent customer experiences through reliable, dependable, and predictable services by delivering stable and transparent operations. Keeps informed on duties and procedures performed by employees and/or contractors of the assigned area to ensure smooth business operations. Assists in coordination of work activities or business operations, assists in preparing and conducting meetings, interprets and implements policies, makes recommendations for improvements to processes, and similar responsibilities.

Accountability #4

Supports the business in making data-informed decisions related to the operations of an assigned area by conducting or coordinating reporting on Key Performance Indicators (KPI's) and making recommendations as necessary, and similar responsibilities.

Accountability #5

Manages the schedules and communications of an assigned area. Duties include filtering and prioritizing requests, visits, or phone calls, communicating on behalf of the assigned area, coordinating documents for vendors and/or contractors, and similar responsibilities.

Accountability #6

Delivers exceptional value to our customers through continual improvement and innovation by partnering with business stakeholders in the development, tracking, and monitoring of the effectiveness of the District's operations, and similar responsibilities.

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, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Accounting, Business, IT, or related field, AND Two (2) years of operational support experience; OR Associate's Degree in Accounting, Business, IT, or related field, AND Four

(4) years of operational support experience;ORSix (6) years of operational support 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:

Computer applications including word processing, spreadsheets and data bases.Credit and Accounting policies and procedures.Business concepts/theories/practices.Research and analysis techniques.Coaching techniques.Cost benefit analysis.Report writing techniques and practices.Customer Service techniques and practices.Communicate effectively both orally and in writing with all levels of the organization and customers.Perform statistical computations.Work independently with minimal direction.Provide coaching and training.Work effectively as a team member.Handle confidential information.Meet critical timelines and deadlines.

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	Seldom (1-10%)
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	Never
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)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
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)	Never
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Occasional (11-33%)
Use distance vision	Seldom (1-10%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Never
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	Constant (67-100%)
Work as a member of a team	Occasional (11-33%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Occasional (11-33%)
Speak with clarity with others	Occasional (11-33%)

Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Occasional (11-33%)
Retain relevant job information	Frequent (34-66%)

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	Occasional (11-33%)

Organization	Frequency
Plan own work activities	Frequent (34-66%)
Plan work activities of others	Never
Direct work activities of others	Never
Resilience	Frequency
Work under pressure	Occasional (11-33%)
Work for long periods of time	Seldom (1-10%)
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	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

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.

Daily 24/7, 365 days a year

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.