Senior Manager, Business Readiness & Training

Job Code	20000765	**Job Family**	Senior Manager	**Leader**	
Department	Business Readiness	**Reports to**	Comm Mrktng & Bus Rdns Director	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2061		
Last Updated	8/29/2022				

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

Provides strategic leadership and direction in the management of the District's Continual Improvement (CI), leadership development and training initiatives to ensure employee adoption and usage. Facilitates key District-initiatives. Develops and implements strategic plans for focusing on the people side of change, including changes to business processes, systems and technology, job roles and organization structures. Supports and promotes IT system implementations that involve significant business process changes. Creates and implements change management/continuous improvement tactics and plans that maximize employee adoption and usage and minimize resistance. Works to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization through training and other means. Communicates internally with all levels of the organization.

Accountabilities

Accountability #1

Advises members of the Leadership Team, including GM/CEO, on matters pertaining to continual improvement, change management and training. Recommends plans, policies and programs that meet requirements, are best practice and ensure fiscal and operational integrity of the District. Leads and manages such initiatives and other similar responsibilities.

Accountability #2

Manages and evaluates the performance of assigned staff including providing coaching, positive recognition and discipline when appropriate. Provides opportunity for employee development and training as appropriate. Manages assigned staff to ensure maximum productivity and quality while maintaining an equitable distribution of workload and staff. Manages the establishment and maintenance of work schedules for the performance of their assignments and other similar responsibilities.

Accountability #3

Evaluates staffing needs of the department and makes recommendations to management for increases and/or decreases in staffing levels. Conducts interviews and makes staff selections to meet the Districts strategic plans and critical goals and other similar responsibilities.

Accountability #4

Facilitates regular meetings of the Functional Leads to ensure integration of change management activities into their project plans and impact of workflows between various business processes. Provides an avenue for communication between IT and the Business to support ongoing effective work processes. Puts strategic focus on additional work groups as needed. Advises the CEO/GM and Leadership Team on strategic changes when necessary and other similar responsibilities.

Accountability #5

Coordinates closely and works collaboratively with Information Technology, Data Governance, Employee Resources and other management and steering teams to identify new systems, programs and plans coming to the District to establish change management needs and develop supporting plans and other similar responsibilities. Works closely with District managers to assist with change processes needed in their work areas.

Accountability #6

Advises senior leadership on the importance of sponsorship and their role to ensure success and other similar responsibilities. Oversees the responsibilities involved in the organization adopting to change including tracking work processes and ensuring multi-level knowledge and knowledge transfer. Applies a structured methodology and leads change management activities. Identifies and manages anticipated resistance. Identifies, analyzes, and prepares risk mitigation tactics. Conducts assessments of the change impact to determine areas at risk in need of additional attention as well as early adopters. Evaluates and ensures user readiness. Consults and coordinates project teams including Functional Leads, Change Champions, Super Users and Subject Matter Experts to ensure readiness of training and related materials.

Accountability #7

Creates change management strategies for each initiative and overall for the District. Develops, in coordination with Communications & Marketing, communication plans including messaging, tactics and support materials needed for knowledge sharing, promotion of new initiatives and adoption of new systems. Create actionable deliverables for the communications plan, sponsor roadmap, coaching plan, training plans and resistance management plan.

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 Change Management, Continuous Improvement, Business Administration, Communications, or related field, AND
Four (4) years of related progressively more responsible experience in corporate communications, change management, continual improvement or training fields;

OR

Eight (8) years of related progressively more responsible experience in corporate communications, change management, continual improvement or training fields.

Preferred **Education and Experience:**
Master's Degree in Change Management, Continuous Improvement, Business Administration, Communications or related field

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:**
Computer applications including word processing, spreadsheets and data bases.
Change management principles, methodologies and tools.

Communication principles, methodologies and tools.
Coaching and supervisory concepts.
Conflict resolution techniques.
Problem solving and root cause identification skills.
Acute business acumen and understanding of organizational issues and challenges.
Research and analysis techniques.
Project management approaches, tools and phases of the project lifecycle.
Large-scale organizational change efforts.
Communicate effectively with all levels in the organization.
Use strong written and verbal communication skills.
Use strong active listening skills.
Clearly articulate messages to a variety of audiences.
Supervise, coach and assist staff in development of skills.
Establish and maintain strong relationships.
Influence others and move toward a common vision or goal.
Be flexible and adaptable; able to work in ambiguous situations.
Be resilient and tenacious with a propensity to persevere.
Be forward looking with a holistic approach.
Be organized with a natural inclination for planning strategy and tactics.
Work effectively with all levels in an organization.
Work as a team player and work collaboratively with and through others.
Analyze and resolve complex problems.
Use personal computer and associated software.
Learn, interpret and apply District Directives and policies.
Coordinate a variety of complex tasks and assignments simultaneously.
Manage confidential information.
Use independent and discretionary judgement.

Preferred **Skills and Abilities:**

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Leader" at the Senior Manager level.

Adaptability
Building Customer Relationships
Building Talent

Business Acumen
Coaching
Communication
Continuous Learning
Courage
Creating a Culture of Trust
Creating an Inclusive Environment
Cultivating Networks and Partnerships
Customer Focus
Delegation and Empowerment
Driving for Results
Driving Innovation
Emotional Intelligence Essentials
Facilitating Change
Financial Acumen
Guiding Team Success
Initiating Action
Inspiring Others
Leveraging Feedback
Planning and Organizing
Positive Approach
Professional Knowledge and Aptitude
Strategic Planning
Stress Tolerance

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
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	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)

Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Occasional (11-33%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Seldom (1-10%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Occasional (11-33%)
Carry (note weight in open text box below)	Occasional (11-33%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Constant (67-100%)
Use distance vision	Frequent (34-66%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Frequent (34-66%)
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	Constant (67-100%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Frequent (34-66%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Frequent (34-66%)
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	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	**Frequency**
Read and interpret data	Frequent (34-66%)
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	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	**Frequency**
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
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	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
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.

Position is top manager level and subject to being available as and when needed Regularly - more than 12 times 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.