

Senior Manager, Customer Accounting & Meter Reading



Job Code	20000040	Job Family	Senior Manager	Leader	
Department	Customer Accounting	Reports to	Chief Financial Officer	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

The position manages the life cycle of customer accounting and billing, from initial data gathering for consumption (meter reading, usage estimation), to data input and customer billing, to cash and payment receipts and collections. The role manages a meter reading department with daily routes, an outsourced meter reading third party with daily routes, and a customer accounting group that handles billing and payments.

Accountabilities

Accountability #1

Increase the public's confidence in the quality of customer accounting and billing by ensuring each customer's usage is measured in a timely and accurate way. Manage internal employees and external contractors meter reading groups to obtain daily consumption data. Provide reasonable estimates when data is unavailable.

Accountability #2

Increase the public's confidence in the quality of customer accounting and billing by using consumption data and providing accurate billing to approximately 35, customers (residential, industrial, and commercial). Deliver bills that are accurate, timely, and easy to understand.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages customer accounting and billing by managing collections, both electronic and manual, of approximately \$5 million in monthly receipts. Ensure systems are in place to receive all forms of payment, perform analysis, detect issues, and interface with general accounting for accurate receivables and tracking.

Accountability #4

Demonstrate powerful partnership that reflects an understanding of community and customer needs by serving as an integral part of the leadership team in the Chief Financial Officer's division. Work closely with the CFO, other division managers, and leaders throughout the organization to ensure the District and the division strategies and policies are promoted.

Accountability #5

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 providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving, feedback

from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #6

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, 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 Business, or related field, AND
Four (4) years of progressively more responsible experience directly related to the role;

OR

Eight (8) years of progressively more responsible experience directly related to the role.

Preferred Education and Experience:

Bachelor's or advanced degree in accounting

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:

- Deep understanding of customer billing and process
- Customer accounting and billing systems
- Computer applications including word processing, spreadsheets and data bases
- Lead/supervise a wide range of roles, personalities, and abilities
- Plan, organize, and supervise the work of staff members
- Communicate and work effectively with all levels of the organization
- Hire, train, and build a quality team
- Research, analyze and resolve complex issues and errors
- Analyze statistical data and trends
- Manage confidential information.

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	Constant (67-100%)
Walk	Occasional (11-33%)
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	Seldom (1-10%)
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)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
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	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Seldom (1-10%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Seldom (1-10%)
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	Frequent (34-66%)
Work alone	Occasional (11-33%)
Work as a member of a team	Occasional (11-33%)
Follow standards for work interactions	Occasional (11-33%)
Write communications for clarity and understanding	Frequent (34-66%)

Speak with clarity with others	Frequent (34-66%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Frequent (34-66%)
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	Occasional (11-33%)
Work for long periods of time	Seldom (1-10%)
Work on several tasks at the same time	Frequent (34-66%)

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
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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	Seldom (1-10%)
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.

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.