



Senior Manager, Customer Experience

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|---------------------|-----------|-------------------|----------------------------|---------------------|-----------------|
| Job Code | 20000360 | Job Family | Senior Manager | Leader | |
| Department | Various | Reports to | AGM Customer & Energy Svcs | 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

Ensures culture, department performance and customer experience aligns with District Strategy, with oversight for supervising employees and managers, providing them positive and constructive feedback, and overseeing business strategy, customer experience and metric achievements through all channels.

Accountabilities

Accountability #1

Establish and ensure a culture of mutual respect and trust which allows employees to thrive in their roles for the success and benefit of customers, coworkers, and communities. Ensure that every employee feels welcomed and valued. Lead, mentor, and direct employees through change of any type. Establish departmental expectations and standards. Ensure staffing/hiring is fair and equitable to sufficiently meet the evolving business needs and in a fiscally responsible manner. Identify opportunities to recognize positive employee performance and achievements. Be open to receiving feedback from employees and seek action to improve as a leader, and similar responsibilities.

Accountability #2

Develop, implement and oversee strategies for ongoing employee engagement to foster empowerment and trust. Create, facilitate, or delegate opportunities for employee professional development and job advancement within the department, District, or elsewhere. Routinely deliver positive input and constructive feedback, as well as creative learning opportunities, to employees at all levels to foster growth and increased career opportunities in an equitable and welcoming manner, and similar responsibilities.

Accountability #3

Ensure department operational goals are continually and prudently met or exceeded. Define and maintain clear roles and responsibilities and ensure all teams across the District achieve success when involved cross-functionally. Oversee and the staffing approach of the department to meet the business needs of the District in a financially responsible manner while also promoting healthy work/life balance for employees. Ensure technology enables employee and customer success. Communicate successfully to all person(s) whether one-on-one, group settings, employees/customers/stakeholders, or otherwise, and similar responsibilities.

Accountability #4

Develop, implement, and guide others in ongoing continual improvement to provide outstanding value and operational solutions that maintain an excellent customer and employee experiences, reduce operational costs, and increase efficiencies. Deliver outstanding value to our customers by developing, recommending, and effectively managing budget(s), options that reflect appropriate prioritization and

tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, providing the right opportunities for all employees, consistently innovate, and similar responsibilities.

Accountability #5

Ensure and oversee excellent customer and employee experiences and lead others in achieving the same. Guide and mentor others through transparency, clarity, and humility. Identify and implement methods and practices to better reach and partner with our communities, and similar responsibilities.

Accountability #6

Develop, implement and continually improve strategic planning for departmental success. Strategic planning is developed from executive direction and incorporated into individual goals for the department leaders. Ensures awareness and implementation of best practices and lessons learned through peer utilities and other available agencies, consultants, and associations, 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 customer service experience;

OR

Eight (8) years of customer service experience.

Preferred Education and Experience:

Master in Business Administration (MBA)

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:

Build positive relationships with employees and maintain relationships characterized by trust and respect.

Communicate effectively and transparently to employees.

Distribute information accurately, timely, and thoroughly so that employees feel well-informed, respected, and equipped.

Effectively hold employees accountable for professional behaviors and work product; give feedback skillfully so that employees will know how they are doing, including the areas in which they are succeeding, as well as where they need continued growth.

Ask for, and be open to receiving, feedback from our employees.

Create and maintain collaborative relationships between departments and work groups.

Find ways to build bridges, remove roadblocks, collaborate, and effectively communicate between work groups.

Create opportunities to empower employees in decision-making opportunities, giving autonomy

in a collaborative approach.

Support and sponsor continual improvement, actively engage employees, and create opportunities for employees to make decisions that impact their work.

Avoids triangulation.

Prepare statements and reports on Key Performance Indicators (KPIs); analyze, evaluate, and interpret KPI data

Manage and interpret complex information for use in developing recommendations for course of action

Work independently with minimal direction

Research, analyze and apply both current and emerging Customer Service standards and guidance

Recommend new and updated policies that meet regulations and best practice

Learn, interpret and apply District Directives, policies, procedures, the Collective Bargaining Agreement.

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 | Constant (67-100%) |
| Walk | Occasional (11-33%) |
| 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 | Seldom (1-10%) |
| 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) | 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 | Seldom (1-10%) |

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|---------------------------------|-------------------|
| Use distance vision | Never |
| Use color vision | Never |
| Use peripheral depth perception | Never |
| 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 | Seldom (1-10%) |
| Understand and carry out complicated oral instructions | Constant (67-100%) |
| 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 | Seldom (1-10%) |
| Read and carry out complicated instructions | Constant (67-100%) |
| Retain relevant job information | Constant (67-100%) |

Reasoning

| | Frequency |
|---|--------------------|
| Read and interpret data | Constant (67-100%) |
| 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 | 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 | Constant (67-100%) |
| 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 |
|--------------------------------------|------------------|
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|---------------------|-------|
| Exposure to weather | Never |
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| Wet and/or humidity | Never |
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| Atmospheric conditions | Never |
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| Confined/restricted working environment | Never |
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| Vibratory Tasks – High | Never |
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| Vibratory Tasks – Low | Never |
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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 |
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| Exposure to Electricity | Never |
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| Exposure to Toxic or Caustic Chemicals | Never |
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| Working with Explosives | Never |
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| Exposure to Radiant Energy | Never |
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| Extreme Cold | Never |
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| Extreme Hot | Never |
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| Proximity to Moving Mechanical Parts | Never |
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| Noise Intensity | Never |
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| Exposure to animals | Never |
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| Working with angry customers | Occasional (11-33%) |
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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.

Frequently - 1x month 6-12 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.