

# Senior Manager, Energy Services & Customer Innovations



<b>Job Code</b>	20000762	<b>Job Family</b>	Senior Manager	<b>Leader</b>	
<b>Department</b>	Residential & Small Commercial	<b>Reports to</b>	AGM Customer & Energy Svcs	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2061		
<b>Last Updated</b>	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 direction and oversees the development and implementation of the district's long- and short-range conservation and regulatory goals including the development of a 5-10-year strategic plan that aligns and advances District Strategic Priorities with a 25-year outlook. Manages and directs all aspects of the Energy Services program portfolio relating to energy efficiency, energy assistance, and other customer facing programs. Works across departments to lead the development, management, and reporting of all Energy Services. Oversees cross-divisional innovation and implementation of customer facing programs to support the District's strategy while delivering an exceptional customer experience across the community ensuring the District meets all market and utility needs now and into the future.

## Accountabilities

### **Accountability #1**

Achieve the highest level of employee and community trust in how the District manages its customer facing program portfolio by ensuring fiscal responsibility, regulatory compliance, and innovating for the future needs of our community and similar responsibilities.

### **Accountability #2**

Demonstrates powerful customer, governmental, and industry partnership that proactively anticipates and supports community and customer needs by overseeing, implementing, and innovating programming that delivers multiple outcomes for the community and the District, and similar responsibilities.

### **Accountability #3**

Leads department in leveraging and resourcing technology to deliver outstanding value and convenience to our customers by developing and managing tools and resources that ensure programs return maximum value. Leads efforts to identify opportunities to deliver integrated customer service and customer value for improved reliability, integration, and responsiveness, and similar responsibilities.

### **Accountability #4**

Deliver exceptional value to our customers through continuous improvement and innovation by ensuring our suite of programs are cost-effective, equitable and accessible meeting the needs of our community to achieve carbon reduction, energy efficiency, and other distributed energy resource goals. Oversees coordination between affected stakeholders involving concept development, product design, financial assessments, product testing, commercialization, evaluation and the recommended strategies pursued in all areas of product development, and similar responsibilities.

### **Accountability #5**

Advises and recommends demand side resources, conservation targets, program designs and outcomes to the commission, ELT and district staff and drives implementation, and similar responsibilities. Supporting District teams in the development of IRP and other critical industry planning processes to ensure District maintains the most cost effective resource mix, avoids financial penalty, and develops capabilities within the system for all future needs.

**Accountability #6**

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 #7**

Actively demonstrates leadership in the development of short and long range planning, promoting a culture of safety, governance, legislative compliance, program development, policy development, quality assurance, continuous improvement, resource allocation and budgeting, and similar responsibilities.

**Accountability #8**

Demonstrates continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending resourcing options that partner for rate stability, recovery of customer investments regionally, meets capacity demands, and ensures regulatory risk mitigation, and similar responsibilities.

**Accountability #9**

Performs in a leadership role facilitating and collaborating with outside organizations and joint industry research, maintains an in-depth and up to date knowledge of legislation, conservation and equity initiatives, and similar responsibilities.

**Accountability #10**

Leads and represents the District in community activities and serves as a liaison between neighboring utilities, public agencies and the business community on local and regional issues, and similar responsibilities.

**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](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

### Qualifications – Education and Experience

**Minimum Required Education and Experience:**

Bachelor's Degree in Marketing, Business, Economics, Public Administration, Engineering, or related field, AND

Four (4) years of directly related experience in Customer Experience, including two (2) years of directly related work experience in an energy related industry;

OR

Eight (8) years of directly related experience in Customer Experience, including two (2) years of directly related work experience in an energy related industry.

**Preferred Education and Experience:**

### 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:**

Leadership capabilities and skills

Labor/management contracts and practices.  
Applicable Federal, State, Local and District regulations.  
Computer applications including word processing, spreadsheets, and data bases.  
Contract/procurement policies and practices.  
Customer service techniques and practices.  
Electrical utility construction terminology, techniques, and components.  
Energy Conservation management practices and theories.  
Executive management presentation and communication techniques.  
Financial and budget development and planning processes.  
Management theories and practices including cost-benefit analysis  
Marketing theory and techniques.  
Methods and techniques used in effective management.  
Principles of product design, development, and implementation.  
Negotiation, relationship building/partnering, and conflict management/ mediation.  
Problem identification and analysis techniques.  
Program/project management methodologies and tools.  
Short- and long-range planning.  
Direct and manage diverse complex functions.  
Negotiate contracts with customer organizations and trade allies.  
Communicate effectively, both orally and in writing, with various levels of the organization, outside agencies and customers.  
Develop and maintain new business and stakeholder alliance.  
Build and manage effective teams and facilitate alignment with District strategic priorities.  
Learn, interpret, and apply District Directives and policies.  
Use independent and discretionary judgement.  
Develop creative concepts and bring those concepts to reality.  
Adapt and change priorities, as necessary.  
Manage confidential information.  
Analyze and resolve high profile, complex and/or politically charged problems without incident.  
Analyze business/technical issues and provide recommendations.  
Determine needs for financial resources and allocate them according to business priorities.  
Effectively coordinate a variety of activities.  
Maintain a high level of customer satisfaction.  
Meet critical timelines and deadlines.  
Proactively and constructively deal with conflict.  
Supervise, coach, and assist staff in development of management/leadership skills.  
Support and foster safety culture.  
Follow and support the values set forth in the strategic objectives.

***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	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)
Crawl	Seldom (1-10%)
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)	Occasional (11-33%)
Fine finger manipulation	Constant (67-100%)
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	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Constant (67-100%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

**Additional Physical Demands not listed above and associated frequency below.**

## Mental Demands

<b>Communication</b>	<b>Frequency</b>
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Constant (67-100%)
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	Constant (67-100%)

Speak with clarity with others	Constant (67-100%)
<b>Comprehension</b>	<b>Frequency</b>
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%)
<b>Reasoning</b>	<b>Frequency</b>
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)
<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Constant (67-100%)
<b>Resilience</b>	<b>Frequency</b>
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

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

<b>Risk Conditions List</b>	<b>Frequency</b>
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Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Seldom (1-10%)
Extreme Cold	Seldom (1-10%)
Extreme Hot	Seldom (1-10%)
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Seldom (1-10%)
Working with angry customers	Occasional (11-33%)

**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.