



Senior Manager, Strategic Partnerships

Job Code	20000761	Job Family	Senior Manager	Leader	
Department	Customer & Energy Services	Reports to	AGM Customer & Energy Services	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 innovative leadership and strategic direction related to energy innovation, customer relationships, and new policy to the Executive Leadership Team, Commission, and key stakeholders. Manages all aspects of the Energy Services Strategic Policy, Partnerships and Program Development teams providing direction and oversight on legislative policies impacting customer programs and the development and implementation of new technologies, initiatives, and key customer relationships. This includes program management, executive account management, marketing strategy implementation, quality assurance, and resource allocation. Oversees the development and implementation of a 5-10-year strategic plan that aligns and advances District Strategic Priorities with a 25-year outlook. Communicates and collaborates internally with all levels of the organization ensuring that the District's Strategic Priorities and customer's business needs are executed and aligned. Communicates and collaborates internally with all levels of the organization ensuring that the District's Strategic Priorities and customer's business needs are executed and aligned.

Accountabilities

Accountability #1

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 #2

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 reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, 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 #3

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 #4

Lead the development of strategic partnerships by managing all aspects of the Key Accounts Team in fostering relationships with the District's largest and mid-size commercial and industrial customers, both within and outside of traditional service territory boundaries, maintaining focus on customer advocacy and ensuring cross-functional and cross-organizational cooperation by anticipating and solving customer issues. Analyzes the services and policies for the largest commercial and industrial customers and recommends modifications when necessary by driving the culture of customer experience, and similar responsibilities.

Accountability #5

Deliver exceptional value to our customers through cultivating relationships with the business community, continuous improvement and innovation by overseeing the planning, research, and development of new technologies or revised utility and retail products and services mutually benefiting the District and the community, and similar responsibilities. Supporting Divisional teams and external customers on key planning metrics such as IRP, Comprehensive Plans, and other key long term planning processes needed to meet shared outcomes and evolve the utility of the future.

Accountability #6

Provides strategic leadership and direction to the District ensuring achievement of utility-wide services and cost related goals. Provides a customer feedback loop with the account managers, program managers, engineers and other stakeholders working to develop products and services in order to meet customer/market demand and the District's strategic objectives, and similar responsibilities.

Accountability #7

Leads powerful internal and external partnerships by representing the District's Energy Efficiency interests with the Bonneville Power Administration, Washington State Auditors and other governmental entities, utilities and stakeholder groups; coordinates contract negotiations, administration, reporting and evaluation ensuring regulatory compliance, and similar responsibilities.

Accountability #8

Manages and provides direction on the team's participation in regional, national, and competency specific workgroups and boards. Performs in a leadership role facilitating and collaborating with outside organizations maintaining knowledge of market trends and legislative initiatives, and similar responsibilities.

Accountability #9

Demonstrate outstanding value relative to cost to our customers by identifying and pursuing opportunities benefiting the district and the community. Manage and oversee grant applications, related partnerships and the overall administration to ensure compliance and project goals and objectives are achieved for the District, and similar responsibilities.

Accountability #10

Deliver exceptional value to our customers by directing the interpreting of commercial policies related to rate schedules, line extensions, electrical service requirements, customer contracts, construction standards and engineering standards. Analyzes the services and policies for the largest commercial and industrial customers and facilitate cross-departmental modifications when necessary to mutually benefit the evolving needs of customers and driving District innovation, 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, or by phone at 425-783-8655.

Qualifications – Education and Experience**Minimum Required Education and Experience:**

Bachelor's Degree in Business Administration, Political Science, Engineering, or related field, AND Four (4) years of directly related experience in account management, customer service and/or energy conservation;

OR

Eight (8) years of directly related experience in account management, customer service and/or energy conservation.

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:

- Advanced customer service skills and techniques.
- Computer word processing, database and spreadsheet applications as well as the District's Customer Information Systems.
- District services, construction practices, policies and procedures.
- Utility distribution systems and operations.
- Economic fundamentals.
- Applicable Federal, State, Local and District regulations.
- Electrical utility construction terminology, techniques and components
- Energy Conservation management practices and theories.
- Financial and budget development and planning processes.
- Labor/management contracts and practices.
- Management theories and practices including cost-benefit analysis
- Marketing theory and techniques.
- Methods and techniques used in effective management.
- Negotiation, relationship building/partnering, and conflict management/ mediation.
- Problem identification and analysis techniques.
- Program/project management methodologies and tools.
- Sales and marketing strategies
- Short- and long-range planning.
- Communicate and work effectively both orally and in writing within the organization as well as outside the District.
- Use independent and discretionary judgment.
- Manage confidential information.
- Adapt and change priorities as necessary.
- Analyze and resolve high profile, complex and/or politically charged problems without incident.
- Analyze business and technical issues and provide recommendations.
- Build and manage effective teams and facilitate alignment with District goals and objectives.
- Develop and maintain new business and stakeholder alliance.
- Direct and manage diverse complex functions.
- Effectively coordinate a variety of activities.
- Facilitate dispute resolution between customers and contractors in stressful and complicated situations.

Learn, interpret and apply District directives and policies.
Maintain a high level of customer satisfaction.
Meet critical timelines and deadlines.
Negotiate contracts with customers with customers in accordance with district tariff and service requirements.
Supervise, coach and assist staff in development of management/leadership skills.

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)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
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

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	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%)
Comprehension	Frequency
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%)
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	Frequent (34-66%)
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

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	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.

Risk Conditions List

Risk Conditions List	Frequency
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.