

# Senior Manager, Substation Metering & Telecommunications Services



<b>Job Code</b>	20000096	<b>Job Family</b>	Senior Manager	<b>Leader</b>	
<b>Department</b>	Substation Metering Svc & Tele	<b>Reports to</b>	AGM Distribution & Engineering	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2063		
<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 leadership and strategic direction to the Substation, Metering and Telecommunications and AMI Technologies groups within Distribution and Engineering services to accomplish the District's established goals and strategic objectives. Supports respective groups to ensure the design, construction, and maintenance of substations, metering, apparatus, telecommunication and AMI technology services are executed safely and efficiently and in an environmentally responsible manner. Develops the overall organizational plan, departmental goals and objectives, and department administration. Manages Substation, Metering and Telecommunication Services within the District and community, and ensures safe, timely, and environmentally responsible delivery of new substations and projects to meet NLP customer demands and District system improvement and reliability goals. Directs the development of the annual budget for respective departments, and goals and objectives for for Substation, Metering, Telecom, and AMI Technologies Services.

## Accountabilities

### Accountability #1

Deliver exceptional value to our customers by providing leadership and strategic direction to the Substation, Metering, Telecom, and AMI Technologies groups within the District. Supports respective groups to ensure that all maintenance, construction, and departmental engineering activities required to accomplish the District's goals and objectives are executed safely, efficiently, and in an environmentally responsible manner. Manages staff to ensure efficient and cost effective delivery of service to District customers, which includes, reliability, maintenance, engineering, upgrades, and new substation development. Directs the development of the annual budget for respective departments, and goals and objectives for substation, metering, and telecom services and similar responsibilities.

### Accountability #2

Create a culture of caring, safety, 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 #3

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 #4**

Deliver exceptional value focused on resource planning by ensuring evaluation of staffing needs of the department and makes recommendations to the AGM, Distribution and Engineering Services for increases and/or decreases in staffing levels. Ensures interviews are conducted and staff selections are made to meet the Districts strategic plans and critical goals, and similar responsibilities.

**Accountability #5**

Deliver exceptional value to our customers through measurement and change management by ensuring measurement of departmental and District wide performance through the establishment and monitoring of relevant KPI's. Ensures advising and assisting to other departments in the implementation and change management of programs to assure compliance with health, safety, and similar responsibilities.

**Accountability #6**

Deliver exceptional value to our customers through fiscally responsible planning and management by ensuring development and monitoring of the department budget and work prioritization. Ensures communication to other departments of programs affecting their budgets, and similar responsibilities.

**Accountability #7**

Maintain the public's confidence in the quality of District leadership by ensuring the management and evaluation of the performance of assigned staff including the setting of clear expectations, coaching, positive recognition, and employee accountability. Creates opportunity for employee development and training as appropriate. Ensures staff understands and complies with District Directives, safety rules and other related policies and procedures, and similar responsibilities.

**Accountability #8**

Deliver value to our customers through powerful partnerships that reflects an understanding of community and customer needs by ensuring that respective departments partner with communities within the District's service territory, and ensures the development, implementation and administration of programs and policies for complying with local, state and federal laws and regulations and similar responsibilities.

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

## Qualifications – Education and Experience

### **Minimum Required Education and Experience:**

Bachelor's Degree in Engineering, Business, or related field, AND  
Six (6) years of experience in the Electric Utility industry;

OR

Ten (10) years of experience in the Electric Utility industry.

### **Preferred Education and Experience:**

## Qualifications – License(s) and/or Certification(s)

### **Minimum Required License(s) and/or Certification(s):**

Valid Washington State Driver's License

### **Preferred License(s) and/or Certification(s):**

## Qualifications – Skills and Abilities

### **Minimum Required Skills and Abilities:**

Communicate and work effectively, both orally and in writing, with all levels of the organization, outside agencies and customers.  
Research, analyze and prepare technical briefs and positions.  
Use independent and discretionary judgment.  
Manage multiple projects, programs, and issues concurrently.  
Handle confidential information.  
Provide leadership and coach.  
Local, state and national safety and environmental laws and regulations.  
Washington L&I and the Occupational Safety and Health Act (OSHA).  
District policies, procedures, operations, and authorities.  
Management and supervisory principles and practices.  
Related computer applications.  
Utility operations and practices and storm restoration and mutual assistance experience.

***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)	Seldom (1-10%)
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
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	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Occasional (11-33%)

Speak

Frequent (34-66%)

Hear

Frequent (34-66%)

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

Duties are performed primarily in an office environment.

- Incumbent may be required to work irregular hours.
- Travel to indoor and outdoor work sites may be required for presentations, site testing, and evaluation.
- Travel to indoor or outdoor work sites is required for presentations, data collection, and other duties.
- Exposure to electrical/physical hazards, inclement weather, and other stresses may occur when visiting job sites.

**Mental Demands**

**Communication**

**Frequency**

Understand and carry out simple oral instructions

Occasional (11-33%)

Understand and carry out complicated oral instructions

Occasional (11-33%)

Train other workers

Occasional (11-33%)

Work alone

Constant (67-100%)

Work as a member of a team

Frequent (34-66%)

Follow standards for work interactions

Frequent (34-66%)

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

Occasional (11-33%)

Read and carry out complicated instructions

Occasional (11-33%)

Retain relevant job information

Frequent (34-66%)

**Reasoning**

**Frequency**

Read and interpret data

Occasional (11-33%)

Count and make simple arithmetic additions and subtractions

Occasional (11-33%)

Use intermediate and/or advanced math

Occasional (11-33%)

**Organization**

**Frequency**

Plan own work activities

Constant (67-100%)

Plan work activities of others

Frequent (34-66%)

Direct work activities of others

Occasional (11-33%)

**Resilience**

**Frequency**

Work under pressure

Frequent (34-66%)

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.**

Storm/outage restoration assistance can be very mentally demanding.

**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	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.**

Travel to indoor and outdoor work sites may be required for presentations, customer interactions, and worker/site ev

**Risk Conditions List**

**Frequency**

Exposure to Heights	Never
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
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	Seldom (1-10%)

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

Tripping and fall hazards along with driving and other jobsite hazards may exist during field visits.

**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.