



Senior Program Manager

Job Code	20000995	Job Family	Program Management	Professional / Knowledge Worker
Department	Various	Reports to	Various	Union Status Non-Represented
FLSA Status	Exempt	Pay Grade	2061	This Job is a Lead No
Last Updated	12/1/2022			

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 Senior Program Manager sets the strategy, roadmap, and feature definition for major District programs and services and also directs every aspect of how they get built and launched, by designing, developing, and managing activities. They are ultimately accountable for the overall success of the program and work cross-functionally at all levels to achieve success.

Accountabilities

Accountability #1

Lead the strategy, roadmap, and feature definition for major programs or services and direct every aspect of how it gets built and launched, by designing, developing, and managing activities, and similar responsibilities.

Accountability #2

Maximize service excellence and enhance customer satisfaction through the review of existing programs and services and developing plans for enhancements and new services, monitoring and analyzing market trends and practicing continuous improvement, and similar responsibilities.

Accountability #3

Ensure that program or service requirements are documented and understood through regular interface with development leaders, developing workable solutions in accordance with contracting, positioning, and customer requirements, and similar responsibilities.

Accountability #4

Ensure timely and quality release of program service enhancements by managing prioritization and trade-offs between customer experience, business impact, performance, and post-launch support and working cross-functionally with design and/or technology teams, and similar responsibilities.

Accountability #5

Create customer understanding and adoption of the program or service by managing the development and delivery of training and post-launch support, and similar responsibilities.

Accountability #6

Build bench strength by developing and mentoring other Program Managers, and similar responsibilities.

Accountability #7

Ensure awareness and understanding of new and enhanced programs or services through the creation of a buy-in strategy for the program vision internally with Executive Leadership and externally with partners, customers, and the Commission, and similar responsibilities.

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 Administration, or related field, AND
Eight (8) years of experience in managing a program, product, or service deliverable, account management, or related;

OR

Twelve (12) years of experience in managing a program, product, or service deliverable, account management, or related.

Preferred Education and Experience:

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

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

Washington State Driver's License.

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

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

- Deep understanding of the customer
- Project Planning and coordination techniques
- Program and Marketing strategy development methodologies
- Work independently with minimal direction
- Research, analyze, and apply both current and emerging technology, standards and trends
- Prioritize and perform a variety of assignments simultaneously, meeting established commitments and deadlines
- Negotiation and dispute resolution techniques
- Work and communicate effectively, both orally and in writing, with all levels of the organization, outside agencies and the general public
- Analyze data, develop reports and make recommendations for program improvement

Preferred Skills and Abilities:

- Generating, analyzing, evaluating, and interpreting data for program reports
- Recommend new and updated policies that meet regulations and best practices
- Interpret complex information for use in developing recommendations for course of action

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Constant (67-100%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
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	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)	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	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Occasional (11-33%)
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	Occasional (11-33%)
Work alone	Frequent (34-66%)
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	Constant (67-100%)

Read and carry out complicated instructions	Occasional (11-33%)
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	Occasional (11-33%)
Direct work activities of others	Occasional (11-33%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Occasional (11-33%)
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	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	Frequency
Exposure to Heights	Never
Exposure to Electricity	Occasional (11-33%)
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	Never

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.