



Senior Water Services Coordinator

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|---------------------|-----------------------|-------------------|---------------------------|--|-----------------|
| Job Code | 20000825 | Job Family | Support | Professional / Knowledge Worker | |
| Department | Water Resources Admin | Reports to | Mgr Wtr Util Business Svs | Union Status | Non-Represented |
| FLSA Status | Exempt | Pay Grade | 2056 | This Job is a Lead | No |
| Last Updated | 2/28/2024 | | | | |

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 Water Services Coordinator administers a centralized Water Service/Developer Extension Program for the District's Water Utility to ensure that expedient, cost-effective and accurate information regarding water service and availability is provided to internal and external customers. The Senior Water Services Coordinator provides professional varied technical, statistical and general support for Water Utility staff and customers. Responds to inquiries from customers, agencies and District staff regarding efficient and safe water service, ensuring that all customers receive equitable consideration, as well as, providing data support for assigned projects and functions within the Water Utility.

Accountabilities

Accountability #1

Ensure the transparency, assurance and trust of our customers by acting as a liaison in responding to customer/employee/contractor inquiries regarding the facility, water system concerns, water availability, conditions of service, construction, project status and new services as well as general inquiries; assist in the coordination to research and resolve data discrepancies by updating various systems (GIS, SAP, etc.) to reflect accurate information; provide guidance and interpretation of the District's Water Service Policies and Rate Schedules, District Directives & Procedures relating to Water delivery and service, Water Service Extension Policies; ensure compliance regarding service provided and other related topics, and similar responsibilities.

Accountability #2

Deliver excellent internal and external customer experiences through transparent, consistent, and proactive communication by recommending and providing assistance to coordinate changes in processes and related Water Utility staff communication; coordinates with field personnel on installation of new water service equipment, construction fill stations and location/relocation of existing water services and equipment; provide technical support to Water Utility staff as needed and as it pertains to services being provided, reporting and training; serve as a resource at the Water Utility for current District procurement policies and procedures, and similar responsibilities.

Accountability #3

Increase the public's confidence in the quality of Water Utility service by assisting in the administration of the District's water line and developer extension programs, including extension fees and latecomer provisions; maintains a system to ensure applicable fees are applied/refunded appropriately and that the maps and databases are current; assist in the coordination of the calculation of fees, pre-construction meetings and plat acceptance letters; prepare interim connection agreements and local utility district (LUD) contracts, and similar responsibilities.

Accountability #4

Demonstrate powerful partnership that reflects an understanding of community and customer needs by researching and preparing detailed information for our customers by calculating water use and associated billings with respect to fill stations and permits, ensuring wholesale agreement terms and conditions are met including the validation of District wholesale rates and the reporting of information with other District departments such as General Accounting; assist with emergency intertie water use and the research to prepare water availability letters for developers and new metered customers; ensures customers on water systems with surcharges are tracked appropriately and calculates any payoff amounts as requested; coordinates the recording of information needed to calculate items for customers such as water pressure to determine use of a booster facility or installation of a pressure reducing valve; administer customer contracts, and similar responsibilities.

Accountability #5

Achieve the highest level of employee and community trust in how the District manages reporting and compliance by providing accurate and timely reporting, preparing and distributing various Water Utility related forms and reports; assisting subject matter experts in the efforts to prepare and report various Federal and State required forms around water quality, FERC, the Department of Health and other related reporting; reviewing and analyzing data coming from the City of Everett as well as the SCADA computer software statistical data for pump stations, wells, reservoirs, etc. for the purposes of working with the Snohomish Health District and other agencies so that unaccounted water and other required reporting is submitted appropriately through reports such as the Water Use Efficiency (WUE), and similar responsibilities.

Accountability #6

Increase the public's confidence in the quality of Water Utility service by assisting in the coordinated efforts to administer the Cross Connection program for the Water Utility to ensure the safety of our customers; assist in the review of joint use project management for cell sites on Water property, 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 Administration or related field, AND
Two (2) years of experience in the Water Utility Industry;

OR

Four (4) years of office administration, business, or utility experience (i.e., Electric Utility, Telecommunications, etc.), AND
Two (2) years of experience in the Water Utility Industry;

OR

Associate's Degree in Business Administration or related field, AND
Four (4) years of experience in the Water Utility Industry;

OR

Two (2) years of office administration, business, or utility experience (i.e., Electric Utility, Telecommunications, etc.), AND
Four (4) years of experience in the Water Utility Industry;

OR

Six (6) years of experience in the Water Utility Industry.

Preferred Education and Experience:

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

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

Washington State Driver's License
Water Works Basic Course Certification
Water Distribution Manager 1 (WDM1) Certification

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

Cross Connection Specialist Certification

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Knowledge of basic business concepts/theories/practices
Research, analyze, evaluate and interpret data in various databases
Work independently with minimal direction executing customer service policies and procedures
Experience with computers and PC related software (word processing, spreadsheets, database, etc.)
Manage and interpret information to be able to work through conflict resolution, negotiations and problem solving
Maintain accurate record systems
Perform statistical computations; interpret and analyze the data and develop reports for management
Knowledge of water construction standards and practices, as well as water utility operations
Ability to apply District water policies, directives and procedures in completion of daily work while utilizing independent and discretionary judgement

Preferred Skills and Abilities:

Communicate both orally and in writing effectively with customers, employees, contractors and outside agencies
Exercise good judgment and discretion in handling of sensitive material
Work effectively as a team member with both field and office staff in a fast-paced changing environment
Coordinate a variety of tasks and assignments simultaneously
Knowledge of engineering terminology, techniques and practices
Development of presentations to all levels of staff

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 | Never |
| 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 | Never |
| Reach | Occasional (11-33%) |
| 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) | Seldom (1-10%) |
| Fine finger manipulation | Constant (67-100%) |
| Operate foot controls | Occasional (11-33%) |
| Lift (note weight in open text box below) | Occasional (11-33%) |
| Carry (note weight in open text box below) | Occasional (11-33%) |
| Push/Pull (note specifics in open text box below) | Never |
| Work rapidly for long periods | Never |
| Use close vision | Frequent (34-66%) |
| Use distance vision | Occasional (11-33%) |
| Use color vision | Constant (67-100%) |
| Use peripheral depth perception | Seldom (1-10%) |
| 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 | Constant (67-100%) |
| Work as a member of a team | Constant (67-100%) |
| Follow standards for work interactions | Constant (67-100%) |
| Write communications for clarity and understanding | Frequent (34-66%) |
| 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 | Occasional (11-33%) |
| Direct work activities of others | Occasional (11-33%) |
| Resilience | Frequency |
| Work under pressure | Occasional (11-33%) |
| Work for long periods of time | Seldom (1-10%) |
| 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 |
|---|---------------------|
| Exposure to weather | Occasional (11-33%) |
| Wet and/or humidity | Seldom (1-10%) |
| Atmospheric conditions | Never |
| Confined/restricted working environment | Never |
| 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 | Never |
| Exposure to Toxic or Caustic Chemicals | Never |
| Working with Explosives | Never |

| | |
|--------------------------------------|---------------------|
| Exposure to Radiant Energy | Never |
| Extreme Cold | Seldom (1-10%) |
| Extreme Hot | Seldom (1-10%) |
| Proximity to Moving Mechanical Parts | Never |
| Noise Intensity | Seldom (1-10%) |
| Exposure to animals | Never |
| 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.