



Water Services Coordinator I

Job Code	20000186	Job Family	Support	Associate / Vocational Worker	
Department	Water Resources Admin	Reports to	Mgr, Wtr Util Business Svcs	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2053	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 Water Services Coordinator I provides professional varied technical and general support for Water Utility staff and customers. Maintains local utility district records, work orders and other various water system records. The Water Services Coordinator I provides a broad range of customer service support to both internal and external customers through research, analysis, maintenance of customer records and providing data support for assigned projects and functions within the Water Utility.

Accountabilities

Accountability #1

Maintain transparency and the trust of our customers and stakeholders in the District's customer service by responding to customer/employee inquiries regarding the facility, water system concerns, water availability and new services as well as general inquiries; engage with subject matter experts to research and resolve data discrepancies by updating various systems (GIS, SAP, etc.) to reflect accurate information; aid in providing interpretation of the District's Water Service Policies and Rate Schedules; ensure compliance regarding service provided, billing and other related topics, and similar responsibilities.

Accountability #2

Increase the public's confidence in the quality of water services by maintaining accurate and timely financial information about the Water Utility by reviewing/completing new service applications, fill stations, accounts payable/credit card transactions, bank deposits and other related items; obtain all required data to administer programs efficiently, as well as, maintain accurate data records, contracts and policies around various Water Utility programs such as septic tank pumping, local utility districts and water conservation, and similar responsibilities.

Accountability #3

Deliver excellent customer experiences through powerful cross group partnership and collaboration that improves effectiveness and results by assisting in coordination efforts within the Water Utility and across the District to support customers by initiating, creating and tracking work performed in the field, as well as, the statistical data associated with the work performed; coordinate efforts to work with field personnel on new water service equipment installations, bulk water users, relocation of existing water services and equipment; advise the Water Utility staff and other District departments about emergency and non-emergency main breaks and other outages, and similar responsibilities.

Accountability #4

Increase the public's confidence in the quality of compliance and reporting by maintaining accurate and timely reporting by assisting in the preparation and distribution of various Water Utility related forms and reports; assisting in the development/implementation of surveys and questionnaires,

documenting and supporting evaluation of results received; participate in the coordination of form design and composition of required correspondence, and similar responsibilities .

Accountability #5

Deliver excellent customer experiences through reliable, dependable, predictable service by assisting in the coordination efforts with the Water Utility administration to provide timely and accurate completion of work by independently ensuring work completed is documented accurately in various software systems; ensure customers are responded to timely; coordinate correspondence coming in or going out; ensure a positive experience with customers through transparency, respect, responsiveness and empathy; coordinate the research of leak adjustment situations for status and other related topics including the coordination of any resolutions with various departments, and similar responsibilities.

Accountability #6

Increase the public's confidence in the quality of water record compliance by ensuring water records are compliant with District data governance requirements by maintaining, reviewing and auditing documentation, 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:

Relevant work experience or training/education that would prepare you for this type of work.

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):

Water Works Basic Course 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

Preferred Skills and Abilities:

Communicate both orally and in writing effectively with customers, employees 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
Coordinate a variety of tasks and assignments simultaneously

Competencies

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

- Building Customer Loyalty
- Collaborating
- Communication
- Continuous Improvement
- Continuous Learning
- Customer Orientation
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Initiating Action
- Leveraging Feedback
- Planning and Organizing
- Professional Knowledge and Aptitude
- Quality Orientation
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Frequent (34-66%)
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	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	Seldom (1-10%)
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	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

	Frequency
Understand and carry out simple oral instructions	Constant (67-100%)
Understand and carry out complicated oral instructions	Occasional (11-33%)
Train other workers	Seldom (1-10%)
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	Frequent (34-66%)
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	Seldom (1-10%)
Direct work activities of others	Never
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	Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
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	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
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.

Daily The nature of our business and this position requires that we be available if/when storms and other emergency situations occur.

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.