



Water Services Coordinator II

Job Code	20000070	Job Family	Support	Professional / Knowledge Worker	
Department	Water Resources Admin	Reports to	Mgr Wtr Util Business Svs	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2054	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 II provides professional varied technical, statistical 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 II provides a broad range of complex 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

Ensure 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 ensuring 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

Achieve the highest level of customer trust in how the District manages record keeping accuracy by ensuring customer data is maintained utilizing various software/database systems; coordinate with the Snohomish County Assessor's and Treasurer's offices to obtain up-to-date property owner information; organize and prepare communication to existing and future water customers while ensuring all legal requirements are met; assist with water system audits to ensure accuracy of customer billing information and other related topics, and similar responsibilities.

Accountability #4

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 #5

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; support requests for updates to the Comprehensive Water System Plan, Water Policy Manual, internal procedures and any conservation programs; maintaining accurate files relating to water quality and system testing; assist 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, and similar responsibilities.

Accountability #6

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 #7

Deliver exceptional value to our customers through continual improvement and innovation by facilitating the efforts made on continued education of Water Utility staff by assisting with training staff, including preparation of training materials, as it relates to services provided to Water customers; coordinate trainings for Water Utility staff as District business processes change, and similar responsibilities.

Accountability #8

Ensure coordination of administrative involvement with subject matter experts around programs such as LUDs (Local Utility Districts) and Satellite Water Systems from preliminary feasibility through confirmation of final assessments, or similar responsibilities.

Accountability #9

Deliver exceptional value to our customers by ensuring support to Water Utility staff pertaining to services, reporting, and training, while assisting in the oversight of team workload and prioritization, or similar responsibilities.

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:

Two (2) years of experience in Customer Service at a Utility (Water, Electric, Gas, etc.).

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
Water Works Basic Course Certification

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

Water Distribution Manager 1 (WDM1) 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 “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	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

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

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
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Exposure to weather	Never
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Wet and/or humidity	Never
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Atmospheric conditions	Never
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Confined/restricted working environment	Never
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Vibratory Tasks – High	Never
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Vibratory Tasks – Low	Never
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Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
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Exposure to Heights	Never
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Exposure to Electricity	Never
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Exposure to Toxic or Caustic Chemicals	Never
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Working with Explosives	Never
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Exposure to Radiant Energy	Never
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Extreme Cold	Never
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Extreme Hot	Never
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Proximity to Moving Mechanical Parts	Never
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Noise Intensity	Never
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Exposure to animals	Never
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Working with angry customers	Occasional (11-33%)
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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.