

Chief Customer Officer



Job Code	20000223	Job Family	LEADER	Leader	
Department	Customer & Energy Services	Reports to	GM/CEO	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	3077		
Last Updated	9/1/2024				

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

Provides strategic leadership in the development, implementation, coordination and administration of the activities of the Customer Service and Energy Services departments. Manages all aspects of the Meter to Cash team and ensures Division goals and objectives are aligned with the District's business strategy and maintains a customer experience and satisfaction focus. Oversees Division projects ensuring adherence to Federal, State and Local laws and District policies and procedures.

Accountabilities

Accountability #1

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and ensuring 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 #2

Create a culture of caring, 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

Achieve the highest level of employee and community trust in how the District manages safety by demonstrating a passion for safety. Promotes and supports a culture of total safety including eliminating at-risk behaviors by conducting safety reviews, eliminating hazards and near misses, and attending Division safety meetings and similar responsibilities.

Accountability #4

Achieve the highest level of employee and community trust in the District's management by participating as a member of the District's Executive Leadership Team to provide effective leadership and management in meeting the District strategic and operational goals and objectives and similar responsibilities.

Accountability #5

Achieve the highest level of employee and community trust in the District's management by building and strengthening an effective management team in the Customer and Energy Services Division. Develops mutually cooperative relationships with peer departments/divisions to ensure successful implementation and evolution of strategic initiatives and similar responsibilities.

Accountability #6

Deliver excellent customer experiences through powerful cross group partnership and collaboration that improves effectiveness and results by leading the Customer Service departments strategic vision, management, engagement with the community and similar responsibilities.

Accountability #7

Deliver exceptional value to our customers through continual improvement and innovation by leveraging all "Meter to Cash" teams to ensure technology, support, and implementation provide a seamless customer experience to internal and external customers alike, maintaining executive level account management for our top tier large customers and similar responsibilities.

Accountability #8

Maintain transparency and the trust of our customers and stakeholders in our fiscal and regulatory management by overseeing the Energy Services portfolio and outcome, ensuring compliance and target achievements and similar responsibilities

Accountability #9

Demonstrate powerful partnership that reflects an understanding of community and customer needs by evolving the Customer Experience to meet current and future needs in a continuous improvement cycle and similar responsibilities.

Accountability #10

Demonstrate powerful partnership that serves as a valuable resource for our customers, industry peers, and community partners by developing and maintaining external industry relationships for energy efficiency strategy and cultivation, ensuring effective and innovative program development to benefit community, stakeholders, commercial and residential customers and similar responsibilities.

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, Public Administration, or related field, AND
Six (6) years progressive related experience;
OR
Ten (10) years progressive related experience.

Preferred Education and Experience:

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

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

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

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Advanced leadership, management and supervisory principles and practices, including employee involvement techniques.
Constructive problem-solving techniques.
Ways to build relationships of mutual support and cooperation, trust and credibility.
Call Centers, Credit and Collection practices and methodologies.
Project management techniques and practices.
Cost-benefit analysis.
Productivity enhancement techniques and leadership methodologies.
Customer Service techniques and methodologies.

Communication and active listening techniques.
 District policies, procedures and directives.
 Develop a work environment that fosters individual and group accountability and responsibility.
 Apply organizational effectiveness concepts to improve the overall health, alignment and productivity of the Division.
 Communicate effectively, both orally and in writing, with all levels of the organization, outside agencies and the general public.
 Create and maintain collaborative relationships between departments and groups.
 Build positive relationships with employees.
 Make decisions which are aligned with the best interests of the District's goals and communicate rational for decisions.
 Manage employee expectations.
 Manage, direct, plan, organize and oversee complex projects.
 Use independent and discretionary judgement.
 Manage confidential information.
 Learn, interpret and apply District Directives and policies.
 Learn related Federal, State and Local laws effecting and regulating public utilities.
 Apply advanced leadership and management principles and practices in a complex work environment.

Preferred Skills and Abilities:

Understanding of applicable federal, state, local, and District regulations.
 Energy Conservation management practices and theories.
 Financial and budget development and planning processes.
 Labor/management contracts and practices.
 Experience managing complex multiple outcome budgets with external department dependencies.
 Working across regional and national industry groups to create strategic development plans.
 Experience representing the organization to local, regional, and national stakeholders.

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Leader" at the Executive Leadership Team level.

Authenticity
 Building Customer Relationships
 Building Self-Insight

Business Savvy
 Coaching and Developing Others
 Compelling Communication
 Courage
 Creating a Culture of Trust
 Creating an Inclusive Environment
 Cultivating Networks and Partnerships
 Driving Execution
 Emotional Intelligence Essentials
 Energizing the Organization
 Establishing Strategic Direction
 Executive Presence
 Financial Acumen
 Inspiring Excellence
 Leading Change
 Optimizing Diversity
 Personal Growth Orientation
 Positive Approach
 Sharing Responsibility (Delegating)
 Strategic Influence

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Seldom (1-10%)
Work at excessive heights (note heights in open text box below)	Seldom (1-10%)
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
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)	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	Occasional (11-33%)
Use close vision	Frequent (34-66%)
Use distance vision	Occasional (11-33%)
Use color vision	Constant (67-100%)
Use peripheral depth perception	Frequent (34-66%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Constant (67-100%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
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

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

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

Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)

Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
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	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	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
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	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.