

Chief Water Operations Officer



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|---------------------|-----------------------------|-------------------|--------|---------------------|-----------------|
| Job Code | 20000777 | Job Family | LEADER | Leader | |
| Department | Water Resources Engineering | Reports to | GM/CEO | Union Status | Non-Represented |
| FLSA Status | Exempt | Pay Grade | 3076 | | |
| 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

Provide strategic leadership for the overall operation and administration of the Water Utility, including maintenance, planning, design, construction and engineering, in compliance with policies set by the Board of Commissioners, and for meeting division goals and objectives. Ensures compliance with applicable laws and regulations while ensuring that customers receive prompt, courteous and efficient service for their water utility needs.

Accountabilities

Accountability #1

Increase the public's confidence in the quality of the District's leadership by being an active member of the District's Leadership Team providing effective management and coordination for District wide success and to clearly represent and articulate the views, perspectives, and potential impacts of District wide initiatives on the Water Utility's staff, customers, and the communities we serve.

Accountability #2

Achieve the highest level of employee and community trust in how the District manages the water systems by ensuring those systems continue to provide adequate, high quality, reliable and cost-effective water supplies and distribution systems that meet the needs of existing and future customers and the communities we serve.

Accountability #3

Achieve the highest level of employee and community trust in how the District manages compliance by leading the overall management, operations, maintenance, and related engineering activities to ensure the District's water systems continue to remain in compliance with all state, federal, and local codes and regulations and provide a high level of service to the District's water customers and the communities we serve.

Accountability #4

Demonstrate powerful partnership that reflects an understanding of community and customer needs by fulfilling the District's role as a Satellite Management Agency for unincorporated Snohomish County by providing assistance and potential options for acquisition to struggling water systems in our community where feasible, and within the constraints of existing policy.

Accountability #5

Deliver excellent customer experiences through reliable, dependable, predictable service by effective preparation of operations, maintenance, capital improvements, financial plans, annual budget, and

ongoing rate recommendations for the Water Utility to ensure the District's Water Utility maintains adequate staffing, resources, and financial capacity on a long-term basis as necessary to support existing and future customer and the communities we serve.

Accountability #6

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. Responsible for ensuring a culture of inclusion by developing and maintaining a work environment.

Accountability #7

Deliver exceptional value to our customers through fiscally responsible planning and management by developing and maintaining emergency and business continuity plans and related policies, guidelines and directives for the Water Utility in conjunction with the District's overall guidelines and practices.

Accountability #8

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budget/s, identifying, evaluating, and recommending 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 #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 Engineering, Construction Management, Business Administration, or related field, AND
Six (6) years progressive related experience.

Preferred Education and Experience:

Bachelors of Science or Masters of Science degree in a applicable engineering discipline

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

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

This position currently provides direct supervision to the Water Utility's engineering staff including less experienced, non-licensed engineers or engineering technicians who are responsible for the design and construction of maintenance and capital projects which require the review, approval, and sealing of the associated plans and specifications by a professional engineer licensed in the State of Washington. In addition all additions to the District's Water system infrastructure (water mains, reservoirs, pump stations, etc) require a licensed professional engineer to seal a Department of Health Construction Completion Report.

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

Washington State certified Water Distribution Manager III
Washington State certified Cross Connection Control Specialist
Washington State certified Water Treatment Plant Operator

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Water utility finances and financial plans.
Water utility operations, maintenance, and construction practices

Water quality and associated health effects
 Water Policy and Construction Standards
 Water Utility rates and charges
 Safety codes and requirements
 Advanced engineering and construction concepts and practices
 Management and supervisory principles and practices, including employee involvement techniques.
 Construction procedures and codes and siting process for public facilities.
 Project management techniques and practices.
 Quantitative methods.
 Productivity enhancement techniques and leadership methodologies.
 Applicable Federal, State and Local laws.
 Local Utility District formation.
 Collective Bargaining Agreement
 Communicate and work effectively with all levels of the organization, outside agencies, and the public.
 Manage, direct, plan, organize and oversee complex multidisciplinary engineering and construction projects.
 Manage, direct, plan, organize and oversee complex organizational activities.
 Manage confidential information.
 Use independent and discretionary judgment.
 Direct and manage complex functions.
 Learn, interpret and apply District directives, policies and procedures.
 Resolve conflict in a complex organization.

Preferred Skills and Abilities:

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 | 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 | Seldom (1-10%) |
| Bend/Stoop | Seldom (1-10%) |
| 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 | Frequent (34-66%) |
| Use wrist (flexion/extension) | Seldom (1-10%) |
| Grasp (forceful) | Seldom (1-10%) |
| Fine finger manipulation | Frequent (34-66%) |
| 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 | Seldom (1-10%) |
| Use close vision | Frequent (34-66%) |
| Use distance vision | Occasional (11-33%) |
| Use color vision | Frequent (34-66%) |
| 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 | Occasional (11-33%) |
| Understand and carry out complicated oral instructions | Occasional (11-33%) |
| Train other workers | Occasional (11-33%) |
| Work alone | Frequent (34-66%) |
| Work as a member of a team | Constant (67-100%) |
| Follow standards for work interactions | Frequent (34-66%) |
| 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 | Occasional (11-33%) |
| Read and carry out complicated instructions | Constant (67-100%) |
| 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 | 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

Occasional (11-33%)

Wet and/or humidity

Occasional (11-33%)

Atmospheric conditions

Occasional (11-33%)

Confined/restricted working environment

Seldom (1-10%)

Vibratory Tasks – High

Seldom (1-10%)

Vibratory Tasks – Low

Seldom (1-10%)

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.