

# Chief Operations Officer



<b>Job Code</b>	20000103	<b>Job Family</b>	LEADER	<b>Leader</b>	
<b>Department</b>	Distribution & Engineering Services	<b>Reports to</b>	GM/CEO	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	3078		
<b>Last Updated</b>	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

Oversees the planning and performance, design, engineering, construction, operations and maintenance work performed by all departments within Division. Oversees District response to emergency situations such as natural disasters and major storms.

The Distribution & Engineering Services Division includes: Transmission, Distribution & Substation Engineering, System Planning & Protection, GIS, Maps & Engineering and support functions, Line construction & maintenance, Substation construction & maintenance, Vegetation management, Telecommunication Services, Real Estate, Environmental Affairs, Transportation & Fleet Management, System Dispatch, Metering, Operational Technologies, and Local Offices.

## Accountabilities

### Accountability #1

Ensure a culture of safety, caring for employees, respect, and valuing one another is fostered, created, and maintained across all respective departments and the organization, and similar responsibilities.

### Accountability #2

Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending, and effectively managing budgets, 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 #3

Deliver exceptional value focused on resource planning by ensuring evaluation of staffing needs of the department and makes staffing or organizational structure decisions with other Executive Leadership. Ensures interviews are conducted and staff selections are made to meet the Districts strategic plans and critical goals, and similar responsibilities.

### Accountability #4

Deliver exceptional value to our customers through measurement and change management by ensuring measurement of reliability and other departmental and District wide performance through the establishment and monitoring of relevant KPI's. Ensures advising and assisting to other departments in the implementation and change management of programs to assure compliance with health, safety, and similar responsibilities.

**Accountability #5**

Deliver exceptional value to our customers through fiscally responsible planning and management by ensuring development and monitoring of the Distribution & Engineering budget and work prioritization. Ensures communication to other departments of programs affecting their budgets, ensures fiscal responsibility throughout division, and similar responsibilities.

**Accountability #6**

Maintain the public's confidence in the quality of District leadership by ensuring the management and evaluation of the performance of assigned staff including the setting of clear expectations, coaching, positive recognition, and employee accountability. Creates opportunity for employee development and training as appropriate. Ensures staff understands and complies with District Directives, safety rules and other related policies and procedures, and similar responsibilities.

**Accountability #7**

Demonstrate powerful partnerships that reflects an understanding of community and customer needs by ensuring that respective departments partner with communities within the District's service territory, ensuring the development, implementation and administration of programs and policies for complying with local, state and federal laws and regulations and similar responsibilities.

**Accountability #8**

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. Ensures the management and evaluation of the performance of assigned staff including the setting of clear expectations, coaching, positive recognition, and employee accountability. Creates opportunity for employee development and training as appropriate. Ensures staff understands and complies with District Directives, safety rules and other related policies and procedures, and similar responsibilities.

**Accountability #9**

Maintain the public's confidence in the quality of District employees and leaders by ensuring that employees are empowered to make decisions and Sr. Managers and Managers learn to build strong relationships, teams, and develop the ability to lead employees through significant change as needed to help the District achieve its vision, values, goals, and strategic objectives, and 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](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

## Qualifications – Education and Experience

### **Minimum Required Education and Experience:**

Bachelor's Degree in Engineering, Business, or related field, AND  
Six (6) years of related experience in the operation, engineering, maintenance and/or construction of electric transmission and distribution infrastructures;

OR

Ten (10) years related experience in the operation, engineering, maintenance and/or construction of electric transmission and distribution infrastructures.

### **Preferred Education and Experience:**

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

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

Valid Washington State Driver License.

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

## Qualifications – Skills and Abilities

**Minimum Required Skills and Abilities:**

Management theories and practices, including employee involvement techniques.  
Project management, negotiation, relationship building/partnering, conflict management/mediation.  
Quantitative methods.  
Fleet management policies and procedures.  
Principles and procedures of acquisition and disposal of property rights, appraisal, and values.  
Productivity enhancement techniques and leadership methodologies.  
Cost-benefit analysis and cost management techniques.  
State of the art electrical power system planning, design, construction, and maintenance techniques.  
Manage, direct, plan, organize and oversee complex organizational activities.  
Federal, State, and local laws and regulations pertaining to the operation and maintenance of an electric utility.  
Local, state and national environmental laws and regulations.  
Electric utility operations and procedures.  
Communicate effectively and transparently with all levels of the organization, outside agencies, and the public.  
Create and maintain collaborative relationships between departments and groups.  
Build and manage effective teams and facilitate alignment with the District's Strategic Plan.  
Build positive relationships with employees.  
Manage confidential information.  
Use independent and discretionary judgement.  
Direct and manage complex functions.  
Direct and manage a technically oriented workforce where planning and operational decisions are based on an analysis of technical alternatives and cost benefit analysis.  
Learn and apply District policies, procedures, and directives.  
Resolve conflict in a complex organization.

**Preferred Skills and Abilities:**

Develop strategic direction for the organization, and have the ability to quickly influence positive culture change across the District to create an excellent customer experience for individual customers and across the overall customer base.

**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)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

**Additional Physical Demands not listed above and associated frequency below.**

## Mental Demands

<b>Communication</b>	<b>Frequency</b>
Understand and carry out simple oral instructions	Frequent (34-66%)
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	Frequent (34-66%)
Follow standards for work interactions	Occasional (11-33%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Frequent (34-66%)
<b>Comprehension</b>	<b>Frequency</b>
Read and carry out simple instructions	Occasional (11-33%)
Read and carry out complicated instructions	Occasional (11-33%)
Retain relevant job information	Frequent (34-66%)
<b>Reasoning</b>	<b>Frequency</b>
Read and interpret data	Occasional (11-33%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)

<b>Organization</b>	<b>Frequency</b>
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Occasional (11-33%)
<b>Resilience</b>	<b>Frequency</b>
Work under pressure	Frequent (34-66%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Constant (67-100%)

**Additional Mental Demands not listed above and associated frequency below.**

### Work Environment

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
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.**

<b>Risk Conditions List</b>	<b>Frequency</b>
Exposure to Heights	Never
Exposure to Electricity	Seldom (1-10%)
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	Seldom (1-10%)
Noise Intensity	Never
Exposure to animals	Seldom (1-10%)



Working with angry customers

Seldom (1-10%)

**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.