



Washington

ASSISTANT GENERAL MANAGER, CUSTOMER AND ENERGY SERVICES

\$177,148 - \$265,722

Plus Excellent Benefits

Apply by
December 2, 2018
(open until filled)

PROTHMAN



WHY APPLY?



Snohomish County is located in northwest Washington State, twelve miles north of Seattle and 100 miles south of Vancouver, British Columbia. The county rests between the sparkling waters of Puget Sound and the snow-capped peaks of the Cascade Mountains.

The quality of life is heavily influenced by the spectacular scenery, and the county is a recreational mecca with a temperate climate that encourages year-round outdoor fun. Snohomish County has major urban centers, historic villages, rural retreats and seaside ports; each has its own scenic beauty and a multitude of attractions. If you are looking to join a supportive staff dedicated to serving the public, this is the right position for you!

THE COMMUNITY

Snohomish County has a population of approximately 801,000 and covers 2,090 square miles. It is one of the largest and fastest growing counties in Washington and has thriving cities, rich agricultural land and many small communities that contribute to its character and exceptional quality of life. The county's varied topography ranges from saltwater beaches, rolling hills and rich river-bottom farmland in the west, to dense forest and alpine wilderness in the mountainous east. A significant portion of the Mt. Baker-Snoqualmie National Forest is also in Snohomish County, which is the second most visited national forest in the country. Outdoor enthusiasts are drawn to the area for its rivers that offer kayaking and rafting, lakes for boating and skiing, and inland waterways for scuba diving and boating. The Cascade and Olympic Mountain ranges offer peaks to climb in the summer and ski in the winter.

Along with many other recognized communities, there are twenty cities and towns in Snohomish County. Everett is home to Paine Field and is the largest city in the county with a population of over 100,000. The city is also home to the Boeing Company's wide-body aircraft assembly plant, which is the largest building in the world and the region's most popular tourist destination.

Everett has over 40 parks, trails, golf courses and open spaces for hiking, beachcombing, swimming and more. Summer and winter sports opportunities abound at nearby lakes, rivers and campgrounds, the Cascade and Olympic Mountains, and Whidbey and San Juan Islands. Everett is home to the AquaSox baseball team, a Class A minor league team associated with the Seattle Mariners. The Everett Events Center, which seats 8,000, opened in September 2003 and is home to the Everett Silvertips (Western Hockey League) and the Everett Hawks, an arena football team.

There are 15 public school districts in Snohomish County, and a number of them have been recognized for excellence in education. The county also offers numerous opportunities for higher education, including Cascadia Community College, University of Washington–Bothell, Edmonds Community College and Everett Community College and Washington State University North Puget Sound at Everett.

Snohomish County is a wonderful place to live and work and has won numerous awards over the years, including the 2012 Governor's Smart Communities Award and the 2008 International ICLEI Award for Sustainability.



THE DISTRICT

Mission

We will deliver power and water to our customers in a safe, sustainable and reliable manner while successfully navigating complex change in our industry. We accomplish this by empowering our teams to provide quality service to our community, prudently managing costs while investing for the future, and striving to improve every day.

Snohomish County PUD is a municipal corporation of the state of Washington, formed on November 3, 1936 by a majority vote of the people for the purpose of providing electric and water utility service to the people of Snohomish County and Camano Island, covering 2,200 square miles. The PUD employs 1,100 FTE's with roughly 55% represented by IBEW and has an operating budget of \$682 million dollars. Three elected Commissioners, who serve six year overlapping terms, govern the Utility. The Commissioners appoint the CEO/General Manager, who is responsible for running the day to day operations of the PUD.

The PUD was initially only in the water distribution business, but on September 1, 1949, the PUD became primarily an electric utility with the purchase of the electrical distribution system from Puget Sound Power & Light Company. Of Washington's 28 Public Utility Districts, Snohomish County PUD is the largest, providing over 332,000 customers with electricity, and more than 19,000 customers with water. This makes Snohomish County PUD the second largest publicly owned utility in the Pacific Northwest, and the 12th largest in the nation in terms of customers served. While the PUD generates some of its own power, the Utility is also the largest customer of the Bonneville Power Administration (BPA), and makes open market power purchases. The PUD has a generating capacity of 164 MW supplied by the Jackson, Youngs Creek, and Woods Creek Hydroelectric projects, and has a system peak demand of 1,444 MW.



In addition, the PUD received licenses in June 2015 from the Federal Energy Regulatory Commission for the development of the Calligan Creek and Hancock Creek Hydroelectric Projects. These Projects are proposed as 6-megawatt run-of-the-river hydroelectric, renewable resource facilities, to be located on Calligan Creek, approximately 9 miles, and Hancock Creek, approximately 7 miles, north of the city of North Bend, Washington.

THE DEPARTMENTS & POSITION

Operating with 118.5 FTE's on a 2018 budget of \$13,640,528, the Customer Services Department is the face and voice of the PUD to the public. Services provided by the department include a call center, outage reporting, payment processing both in-person and over the phone, new connections, disconnects, business services, industrial services, commercial services, field notices, field collections, field meter connects/disconnects, internal training, local office collections, quality assurance, account services/flexible payment plans, and the PUD's employee assistance program.

The Energy Services Department operates with 53 FTE's and a 2018 budget of \$22,254,958, providing energy efficiency programs for customers in residential and business, including appliances, HVAC, light bulbs, solar incentives, insulation, and energy efficiency assessments on home and business. The Department partners with local businesses to provide other incentives to the community and operates under the motto of "Our community's energy needs are growing, and it is more important than ever that we find new ways to use our power wisely. There are many opportunities for our customers to save energy and money in their home or business!"

Under the direction of the General Manager, the Assistant General Manager of Customer and Energy Services (AGMCES) supervises six employees, providing leadership in the development, implementation, coordination and administration of the activities of the Customer Service and Energy Services Departments. The AGMCES ensures Department goals and objectives are aligned with the District's business strategy while maintaining a customer satisfaction focus, and oversees Division projects ensuring adherence to Federal, State and Local laws and District policies and procedures.

Main responsibilities include:

- Demonstrates 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.
- Ensures the enforcement of safe work practices and a safe working environment in cooperation with the Safety Department.
- Participates as a member of the District's Leadership Team to provide effective leadership and management in meeting the District goals and objectives.
- Builds and strengthens an effective management team in the Customer and Energy Services Division. Develops mutually cooperative relationships with peer departments/divisions to ensure successful implementation of strategic initiatives.
- Leads the planning, organizing and management of the Customer Service department.
- Oversees the District's energy services and conservation programs, including large customer accounts.
- Promotes and actively develops/maintains a work environment which fosters individual and group accountability and responsibility for work issues, conflicts and problems. Provides employees with the skills to effectively manage their work and work relationships.
- Oversees major contracts or negotiations affecting Customer and Energy Services.
- Develops and implements formal and informal communication systems to provide open, candid, honest, clear and consistent communications, feedback on performance, coaching and recognition. Builds both individual and group capacity for communicating and addressing difficult issues in a timely manner.
- Identifies key organizational issues and/or projects that need attention and direction. Strategically plans the Division's business directions; forecasting obstacles and identifying problems central to achieving these directions and building a shared commitment to the Division's/District's business goals.
- Oversees the development, implementation and administration of policies, procedures, standards and programs for Customer and Energy Services ensuring adherence by the Division staff.

**IDEAL CANDIDATE PROFILE****Education and Experience:**

Candidates must have a Bachelor of Science degree in Business Administration or Public Administration, or the equivalent combination of related education and experience, and ten (10) years progressive related experience including five (5) years in a senior management position. Candidates must possess a Washington State Driver's License by time of hire.

Necessary Knowledge, Skills and Abilities:

- The ideal candidate will have exceptional leadership skills, with strong visionary and strategic planning capabilities.
- Demonstrated ability to build strong teams, engage and empower the work force, and build collaborative relationships.
- Skill in effectively manage change and building a culture of accountability and continuous improvement.
- Advanced management and supervisory principles and practices, including employee involvement techniques.
- Knowledge of constructive problem-solving techniques, and ways to build relationships of mutual support and cooperation, trust and credibility.
- Experience with Call Centers, Credit and Collection practices and methodologies.
- Knowledge of project management techniques and practices, and cost-benefit analysis.
- An understanding of productivity enhancement techniques and leadership methodologies, and Customer Service, communication and listening techniques.

- Ability to develop a work environment that fosters individual and group accountability and responsibility.
- Ability to apply organizational effectiveness concepts to improve the overall health, alignment and productivity of the Division.

Candidates may possess any combination of relevant education and experience that demonstrates their ability to perform the essential duties and responsibilities.



COMPENSATION & BENEFITS

- **\$177,148 - \$265,722 DOQ**
- Medical, Dental, Vision Coverage
- Life, LTD, and AD&D insurances
- Health Care & Dependent Care Flexible Spending Accounts
- 401(k) Deferred Plan, with Employer Match
- 457 Deferred Compensation Plan
- Pension Plan Through the State of Washington Public Employees Retirement System (PERS)
- Employer Paid Retirement Health Savings Plan
- 10 Paid Holidays, PTO Program, Sick Leave, Short Term Disability

Please visit: www.snopud.com

Snohomish County PUD No. 1 is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **December 2, 2018** (first review, open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To **apply online**, go to www.prothman.com and click on "submit your application" and follow the directions provided.



www.prothman.com

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