

## Chelan PUD Reliability Compliance Analyst Level Guide

Category	Reliability Compliance Analyst I	Reliability Compliance Analyst II	Reliability Compliance Analyst III
<b>Overarching Purpose</b>	Enhance the District's bulk electric system reliability and security by facilitating compliance with related NERC and WECC regulatory requirements, in collaboration with subject matter experts and management.		
<b>Essential Functions</b>	<ul style="list-style-type: none"> <li>• Assist with monitoring, evaluating, and tracking external compliance requirements, deadlines and industry best practices, particularly as to FERC, NERC and WECC.</li> <li>• Coordinate compliance for assigned WECC Criterion and/or NERC/WECC Reliability Standards and requirements.</li> <li>• In collaboration with Standard Owners, assist with development of Reliability Standard Audit Worksheets (RSAW).</li> <li>• Assist with document coordination and organization relating to WECC Audits, Spot-Checks, Self-Certification and investigations.</li> <li>• Assist with coordination of NERC/WECC and industry compliance filings and responses to requests for information.</li> <li>• Assist with Audit activities, including, but not limited to, Data Requests, Audit interviews, and logistics coordination.</li> <li>• Assist with Self-Certification activities, procedure development, evidence retention and other on-going compliance programs.</li> <li>• Assist with drafting Self-Reports and Mitigation Plans.</li> <li>• Organize and retain documentation of programs and practices to satisfy compliance with NERC/WECC Reliability Standards and requirements.</li> <li>• Conduct research and provide resources to Standard owners regarding industry best practices, compliance processes, procedures and documentation.</li> <li>• Learn how to facilitate and promote the District's Culture of Compliance.</li> <li>• Coordinate and monitor project schedules or work execution for aspects of projects, as delegated by project leaders.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor, evaluate, and track external compliance requirements, deadlines and industry best practices. This may include requirements from FERC, NERC, WECC or other regulatory bodies.</li> <li>• Coordinate compliance for assigned NERC/WECC Reliability Standards and requirements.</li> <li>• In collaboration with Standard Owners, assist with Reliability Standard Audit Worksheet (RSAW) preparation.</li> <li>• Document, coordinate, and organize information relating to WECC Audits, Spot-Checks, Self-Certification and investigations.</li> <li>• Coordinate NERC/WECC and industry compliance filings and responses to requests for information.</li> <li>• Participate in Audits, including, but not limited to, drafting Responses to data requests, ensuring timely submittal of responses, attending audit interviews, analytical discussions with District team members, and interacting with audit team members.</li> <li>• Coordinate Self-Certification activities, procedure development, compliance evidence and on-going compliance programs.</li> <li>• In collaboration with Standard Owners, draft Self-Reports and Mitigation Plans.</li> <li>• Organize and retain documentation of programs and practices to satisfy compliance with NERC/WECC Reliability Standards and requirements.</li> <li>• Facilitate and promote the District's Culture of Compliance.</li> <li>• Research and provide guidance regarding industry best practices, compliance processes, procedures and documentation and recommend and implement changes to District operational processes.</li> <li>• Provide periodic education to Standard Owners on topics such as compliance, industry issues and best practices.</li> <li>• Engage in industry forums and outreach activities.</li> </ul>	<p>In addition to the duties outlined in level II, also performs the following on a regular basis:</p> <ul style="list-style-type: none"> <li>• Provide technical expertise on assigned NERC Reliability Standards/requirements.</li> <li>• Review complex compliance concerns, and lead investigations including causal analysis.</li> <li>• Identify compliance risks in processes and procedures, recommend improvements, and provide guidance and risk mitigation recommendations to management and Standard Owners.</li> <li>• Assist with implementing changes to District operational processes.</li> <li>• Assist Standard Owners with drafting program documents, and other audit materials.</li> <li>• Remain attuned to best practices, changes in the regulatory landscape, and industry changes through professional interaction with internal and external industry leaders.</li> <li>• Provide mentoring, leadership and training to lower level analysts and extended compliance team members.</li> <li>• Lead special projects and initiatives.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Train lower level analysts.</li> <li>• Lead small to moderately sized teams and compliance projects.</li> </ul>	
<b>Education &amp; Certifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree in a science, technology, engineering, or math (STEM) field, public administration, business, or a related field, or equivalent combination of education and experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Same as level I. The following licenses and certifications are desired:               <ul style="list-style-type: none"> <li>○ Certified Information System Security professional (CISSP);</li> <li>○ Certified Information Systems Auditor (CISA);</li> <li>○ Certified SCADA Security Architect (CSSA);</li> <li>○ Certified Protection Professional (CPP);</li> <li>○ Physical Security Professional (PSP);</li> <li>○ Professional Engineering License;</li> <li>○ NERC certified System Operator; or</li> <li>○ Project Management Professional.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Same as level II. The following licenses and certifications are preferred:               <ul style="list-style-type: none"> <li>○ Certified Information System Security professional (CISSP);</li> <li>○ Certified Information Systems Auditor (CISA);</li> <li>○ Certified SCADA Security Architect (CSSA);</li> <li>○ Certified Protection Professional (CPP);</li> <li>○ Physical Security Professional (PSP);</li> <li>○ Professional Engineering License;</li> <li>○ NERC certified System Operator; or</li> <li>○ Project Management Professional</li> </ul> </li> </ul>
<b>Required Minimum Experience</b>	<ul style="list-style-type: none"> <li>• Entry level position. No experience required.</li> <li>• Candidates with at least one (1) year of experience in a legal, regulatory compliance, auditing, cyber security auditing or related field are desired. Candidates with NERC/WECC experience preferred.</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a minimum of three (3) years of experience interpreting, implementing, or adhering to NERC/WECC Reliability Standards in a role such as reliability compliance analyst, system operator, engineer, legal or regulatory occupation, or closely related role.</li> <li>• Entry level role for candidates with a Juris Doctorate in a related area of study.</li> <li>• Master's degree in a related field may substitute for up to two (2) years of the experience requirement.</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a minimum of five (5) years of experience interpreting, implementing, or adhering to NERC/WECC Reliability Standards in a role such as reliability compliance analyst, system operator, engineer, legal or regulatory occupation, or closely related role.</li> <li>• A Juris Doctorate degree in a related area of study may substitute three (3) years of the experience requirement.</li> <li>• A master's degree in a related area of study may substitute two (2) years of the experience requirement.</li> </ul>
<b>Knowledge</b>	<p><u>Requires basic knowledge in the following areas:</u></p> <ul style="list-style-type: none"> <li>• Reliability compliance industry (NERC/WECC or other Region).</li> <li>• Reliability Standards, requirements and regional criteria.</li> <li>• Utility industry.</li> <li>• RSAW preparation.</li> <li>• Concepts, principles and practices of project management.</li> </ul>	<p><u>Requires working knowledge in the following areas:</u></p> <ul style="list-style-type: none"> <li>• Reliability compliance industry, including FERC, NERC, WECC.</li> <li>• Reliability Standards and pertinent regulations related to Operations and Planning and/or Critical Infrastructure Protection Standards.</li> <li>• Cyber Security and information protection.</li> <li>• NERC and WECC Compliance enforcement programs.</li> <li>• NERC Standards development processes.</li> <li>• NERC balloting/commenting and voting processes.</li> <li>• Compliance reporting methods, techniques, forms and reports used by pertinent regulatory agencies.</li> </ul>	<p><u>Requires in depth knowledge in the following areas:</u></p> <ul style="list-style-type: none"> <li>• Reliability Compliance industry, including FERC, NERC, WECC.</li> <li>• Reliability Standards and pertinent regulations related to Operations and Planning and/or Critical Infrastructure Protection Standards.</li> <li>• Cyber Security and information protection.</li> <li>• NERC and WECC Compliance enforcement programs.</li> <li>• NERC Standards development processes.</li> <li>• NERC balloting/commenting and voting processes.</li> <li>• Compliance reporting methods, techniques and forms and reports used by pertinent regulatory agencies.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Self-Reports and Mitigation Plans.</li> <li>• WECC Audits, Self-Certifications, Spot-Checks,</li> <li>• WECC Inherent Risk Assessment and Internal Controls Evaluation processes.</li> <li>• NERC Lessons Learned and Alerts.</li> <li>• RSAW preparation, evidence retention, RSAW measures.</li>   <li><u>Other:</u></li> <li>• Basic knowledge of the operations of the assigned business unit.</li> </ul>	<ul style="list-style-type: none"> <li>• Self-Reports and Mitigation Plans.</li> <li>• WECC Audits, Self-Certifications, Spot-Checks,</li> <li>• WECC Inherent Risk Assessment and Internal Controls Evaluation processes.</li> <li>• NERC Lessons Learned and Alerts.</li> <li>• RSAW preparation, evidence retention, RSAW measures.</li> <li>• Knowledge in other disciplines outside primary responsibilities.</li>   <li><u>Other:</u></li> <li>• General knowledge of the operations of the assigned business unit.</li> <li>• Project management principles and practices.</li> <li>• Process improvement methods</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Basic Office software application skills.</li> <li>• Perform basic analysis</li> <li>• Critical thinking skills</li> <li>• Excellent judgment.</li> <li>• Strong attention to detail.</li> <li>• Excellent technical writing skill.</li> <li>• Verbal and written communication skills.</li> <li>• Active listening.</li> <li>• Time management skills.</li> <li>• Learn and apply new processes procedures, and software programs.</li> <li>• Evaluate and track external compliance requirements, deadlines and industry best practices, particularly as to FERC, NERC and WECC.</li> <li>• Coordinate basic compliance activities, such as; filings, RSAW preparation, Standard Owner verifications forms, Self-Certifications, internal reviews, and Bookends.</li> <li>• Organize, file and retain documentation.</li> <li>• Develop spreadsheets used to track and organize standards, files and evidence.</li> <li>• Establish clear priorities and deadlines</li> <li>• Work as part of a team.</li> <li>• Work in a fast-paced deadline driven environment.</li> <li>• Build trusting relationships and work collaboratively with a variety of internal personnel.</li> </ul>	<p>Same as Level I plus:</p> <ul style="list-style-type: none"> <li>• Proficient in in the use of Office software.</li> <li>• Perform moderately complex analysis.</li> <li>• Excellent attention to detail.</li> <li>• Strong verbal and written communication skills.</li> <li>• Time management skills.</li> <li>• Monitor performance of processes and procedures, identify inefficiencies and recommend solutions.</li> <li>• Contribute to the development of processes, procedures, and policies relating to Reliability Compliance.</li> <li>• Monitor, evaluate, and track external compliance requirements, deadlines and industry best practices.</li> <li>• Coordinate and organize detailed compliance activities, including, but not limited to: RSAW preparation and document coordination relating to WECC Audits, spot-checks, Self-Certification, and investigations; periodic compliance filings; responses to industry Requests for Information; and documentation and evidence retention.</li> <li>• Work collaboratively with a variety of internal and external personnel, including, but not limited to: Standard Owners; Subject Matter Experts; team members; managers; auditors; and industry participants.</li> <li>• Develop training materials and deliver periodic training.</li> </ul>	<p>Same as Level II, plus:</p> <ul style="list-style-type: none"> <li>• Perform complex analysis</li> <li>• Excellent verbal and written communication skills.</li> <li>• Ability to train and mentor junior level Reliability Compliance Analysts.</li> <li>• Develop and implement processes, procedures and policies relating to Reliability Compliance.</li> <li>• Compose professional technical documents, including processes, procedures, policies, RSAWs, Self-Reports, Mitigation Plans, etc.</li> <li>• Analyze regulatory requirements and resolve complex problems.</li> <li>• Interpret compliance guidelines and apply solutions to District processes and procedures.</li> <li>• Present technical and complex materials to senior management, external entities, auditors, at the appropriate level of detail for the audience.</li> <li>• Professionally represent the Reliability Compliance department to senior management and external agencies</li> <li>• Ability to perform project management activities at a high level, including leading multi-disciplinary and multi-functional teams that may include consultants, contractors, legal, procurement, and other District departments.</li> </ul>

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	<ul style="list-style-type: none"> <li>Recognize deficiencies in process and procedures and identify inefficiencies.</li> </ul>	<ul style="list-style-type: none"> <li>Read, understand and communicate effectively (both orally and in writing) complex and/or technical data in the form of analytical reports and/or presentations with a variety of personnel.</li> <li>Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.</li> <li>Assist in project planning and schedule development.</li> <li>Prioritize and coordinate work activities and assignments to meet expected timeframes.</li> </ul>	
<b>Language Skills</b>	<ul style="list-style-type: none"> <li>Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be proficient in reading, writing and speaking English.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must be proficient in reading, writing and speaking English.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors. Must be proficient in reading, writing and speaking English.</li> </ul>
<b>Mathematical Skills</b>	<ul style="list-style-type: none"> <li>Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.</li> </ul>
<b>Reasoning Ability</b>	<ul style="list-style-type: none"> <li>Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.</li> </ul>
<b>Complexity</b>	<ul style="list-style-type: none"> <li>Performs mostly routine work. Ability to complete tasks repeatedly with minimal variation. Applies knowledge of the organization and developed technical knowledge in the functional area to identify and recommend solutions to problems.</li> </ul>	<ul style="list-style-type: none"> <li>Prioritizes and performs a broad range of moderately complex technical or professional work. Solves day-to-day problems using established policies, regulations, or work rules.</li> </ul>	<ul style="list-style-type: none"> <li>Manages and performs an extensive range and variety of complex technical or professional work activities, some without precedent. Takes a broad perspective to identify solutions.</li> </ul>
<b>Decision making</b>	<ul style="list-style-type: none"> <li>Works under general supervision. Free to determine most appropriate work methods. Acts as a resource for colleagues with less experience. Escalates unusual or complex issues to supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>Works under general supervision. Free to determine most appropriate work methods. Acts as a resource for colleagues with less experience. Escalates unusual or complex issues to supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>Works independently, under limited supervision. Acts as a resource for colleagues with less experience. Trains and mentors others. May act as a team leader. Advises management on best work methods,</li> </ul>

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Advancement/ Career Path	<p>To advance to a Reliability Compliance Analyst II position, incumbent must be able to perform all the essential functions of the higher level position, at a basic level.</p> <p>The typical advancement timeline is 3-5 years.</p> <p>Advancement is subject to approval of the business need, and salary budget availability.</p>	<p>To advance to a Reliability Compliance Analyst III position, incumbent must be able to perform all the essential functions of the higher level position, at a basic level.</p> <p>The typical advancement timeline is 3-5 years.</p> <ul style="list-style-type: none"> <li>The number of Reliability Compliance Analyst III positions may be limited to the minimum necessary to meet business needs. As such, advancement may also be subject to a competitive recruiting/selection process.</li> </ul>	<p>processes and/or application of policy. Receives guidance in complex situations.</p> <p>Incumbents in this position develop many of the skills necessary to be a qualified applicant for a Compliance Manager position in the District, or for technical positions in other departments.</p> <p>Refer to the applicable job descriptions for more information about the qualifications needed in order to compete for an open position.</p> <ul style="list-style-type: none"> <li>Advancement to any open position outside of this job family is generally subject to a competitive recruiting/selection process, depending on business need.</li> </ul>