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Data Center
Missouri Public
Service Commission

Exhibit No. 317

OPC – Exhibit 317
Data Request MoPSC 0243.1
Data Request
File No. WR-2024-0320

DATA INFORMATION REQUEST
Missouri-American Water Company
WR-2024-0320
General Rate Case

Requested From: Ashley M. Randell

Date Requested: 12/20/2024

Information Requested:

For the following job titles, please provide a copy of the associated job description and a listing of all job duties that are required of the employees in those job positions.

Job Titles:

Business Support Specialist, Director of Government & External Affairs, ESG and IR Analyst, MGR - Business Integration, MGR - Government Relations, Program MGR Talent Acquisition, Senior Project MGR Corp BD, Specialist Business Services, Specialist Government Affairs, SR Director - Bus Development, SR MGR Corporate BD, SR MGR ESG, SR MGR – Investor Relations, SR MGR, External Communications, SR Specialist Business Services, SR Talent Acquisition Partner, Talent Acquisition Coordinator, VP – Business Development Strategy, VP – Employee Experience & Talent Dev, VP – Investor Relations, VP National Govt & Regulatory Affairs, Digital Media Manager, Government and Regulatory Affairs Specialist, Webmaster

Requested By: Casi Aslin (Casi.Aslin@psc.mo.gov)

Information Provided:

For descriptions of the requested job titles, please see 2024 GRC - MoPSC 0243.1_Attachment 1.

Responsible Witness: Manuel Cifuentes, Jr.

Missouri-American Water Company Case No. WR-2024-0320 2024 GRC - MoPSC 0243.1 Attachment 1			
Line No.	Job Title	Primary Role	Job Description
1	Business Support Specialist	The Business Support Specialist provides functional, administrative, analytical and/or technical support to a department or functional area. The percentage of time spent performing the key accountabilities of the job may vary based on the manager, departmental or functional unit needs. This role may assist with fleet management, vehicle repairs and facility maintenance.	Uses and maintains business systems and other reporting tools to enter, compile, calculate, track, reconcile, report and clean-up data pertaining to various processes which may include, but are not limited to, departmental operations, time and labor, capital programs, field projects, work orders, regulatory compliance and employee records. Analyzes and evaluates data and/or prepare variances related to specific department work processes, which may include but are not limited to: business processes, regulatory requirements, budgets, capital expenditures, work orders, departmental and/or organizational performance, etc. Performs activities to monitor and maintain inventory control, evaluates inventory levels and records as necessary. May perform receiving, stocking, distributing, and packing in addition to inventory control. Maintains inventory records and prepares reports. May work with vendors to resolve routine supply and distribution discrepancies. Provides general administrative support for day-to-day managerial and departmental needs and special projects which may include but are not limited to: composing routine correspondence, obtaining permits, preparing and distributing meeting minutes, handling travel arrangements, p-card/ purchasing, document preparation, special events, etc. Serves as a first level resource for various departmental or functional issues which may be related to customer service, operational excellence, regulatory compliance, etc. Answers routine questions and assists in recognizing and troubleshooting larger problems. Work collaboratively with other functions to optimize business performance and customer satisfaction. Reinforce leadership activities and decisions. Contribute to effective communication and culture by listening and providing feedback, supporting an open and honest work environment and cascading and sharing knowledge and information relevant to employees. Assist with training and development, knowledge transfer, instilling safe work practices, regulatory and environmental compliance activities.
2	Director of Government & External Affairs	Leads and directs the state and local government affairs program for one of American Water's state subsidiaries, including the development and implementation of recommended strategies and tactics for advancing the company's priorities, protecting its business interests and enhancing its reputation. Provides counsel to the state president and leadership team on matters affecting policy, politics, and key relationships. This role is the senior government relations professional responsible for overseeing, coordinating, and/or directly establishing, nurturing and maintaining relationships with elected and appointed individuals at the state and local levels of government. Works with the state president and his/her leadership team to effectively communicate with elected officials and key stakeholders and to position the company as a trusted partner and expert resource. Ensures issues are addressed quickly and appropriately, and that every effort to maintain external relationships is made.	Serves as the company's lead state lobbyist, responsible for advancing, amending, and/or stopping legislation that impacts the company and water/wastewater industry. Responsible for development of messaging and strategic communication regarding legislative issues. Hires and manages contract lobbyists to support the company's legislative efforts. Directs and works with the contract lobby team to build and leverage political relationships, advocate the company's position, testify on the company's behalf, track legislation, and provide political guidance to the company. Directly oversees local government affairs efforts, including the Manager of Government Affairs, whose primary responsibilities include building and maintaining relationships with elected officials and key stakeholders in St. Louis County and its 90+ municipalities. Supports federal government affairs efforts by working with the state's president and Vice President of Communication and Federal Government Affairs to build and leverage relationships with the state's Congressional delegation and relevant federal agencies and officials. Keeps district offices apprised of relevant projects and opportunities to support the company's investments in the state. Engages with a variety of external stakeholders to build strategic relationships and coalitions to support the company's legislative initiatives. Actively participates in suitable business, industry, civic, and community organizations, including involvement on various boards and committees. Supports the state president's involvement in external organizations as appropriate. Attends various business and industry conferences to grow expertise and build relationships with elected officials, regulators, staff, and other key stakeholders. Works with the Vice President of National Government Affairs and Community Development and the Director of National Regulatory Affairs to leverage sponsorship and engagement opportunities at the corporate level. Leads all fundraising efforts for the company's state Political Action Committee, including development of sponsorship levels and benefits for employees and stakeholders. Develops annual budget and contribution recommendations for the PAC board, and is responsible for dispersing checks and representing the company at various campaign events. Works with legal and finance departments to ensure all election laws, regulations, and reporting requirements are met. Works across department functions to provide guidance on the political implications of various actions and relationships, including regulatory affairs, legal, business development, external affairs, and major accounts.

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Line No.	Job Title	Primary Role	Job Description
3	ESG and IR Analyst	Primarily responsible for assisting the response to ESG reporting, including the Biannual Sustainability Report, as well as support the overall Investor Relations outreach with retail and institutional investors. Position reports directly to American Water's Vice President of Investor Relations	Assists in the data tracking and gathering, report/survey completion and coordinating the external and internal communication efforts to support American Water's ESG program, including Sustainability Report and various annual industry specific surveys and questionnaires. This position will work closely with the internal business partners to advance corporate sustainability practices, goals and employee engagement on sustainability. Assists the Investor Relations team with quarterly earnings calls and development of associated materials, manages the Investor Relations website and provides overall logistics support for investor marketing trips. Work collaboratively with subject matter experts (SME) across the business to identify, implement and track ESG metrics reported on in the various industry specific surveys and Biannual Sustainability Report. Department wide responsibility for compliance with various processes through coordination and maintenance of monthly/quarterly reports and databases, including but not limited to legal tracker, monthly accruals, invoice processing/coding/inquiry, creating and archiving presentations in PowerPoint. Maintain the ESG Disclosure and Tracking workbook and establish a data sharing process for necessary coordination across functions. Serve as ESG subject matter expert in discussions with investors and AW employees. Track emerging and developing ESG practices at peer firms and in the marketplace to help keep American Water's activities relevant and aligned with the external environment. Assist with onboarding and some other general coordination duties (excluding scheduling) Assist in overall logistics for investor outreach, including preparation of marketing materials. Assists with IR-related travel, including travel authorizations, expense reports and providing other executive administrative support as needed. Coordinates webcast releases for conferences and conference calls, with primary responsibility for call quality and overall success. Maintains Investor Relations web presence. Ensures content is updated and current, and answers any information requests logged from website. Know, understand and follow departmental and company policies and procedures, and contacts that govern the work environment. Assist in creating a positive, predictable work environment by communicating effectively with colleagues, supervisors, and managers. Participate in and contribute to the culture and environment in a positive and professional manner by collaborating with colleagues, offering suggestions, accepting feedback, resolving problems and being productive with the strategies of the organization in mind. Strive to achieve agreed upon goals, accept direction, offer and receive feedback in a constructive manner and communicate effectively to the betterment of the work environment. Possess the acumen of the subject matter and capacity to expand this knowledge based on professional dynamics. Collaborate with the team, disseminate essential communications and delegate tasks and follow ups to ensure desired results, driving toward meeting deadlines. Communicate with collaborators and follow up, and ensure operational effectiveness within the department. Involved with acclimating, assisting, developing and mentoring other lesser experienced professional within the department.
4	MGR - Business Integration	Responsible for delivering (through teams as appropriate) all activities concerned with the end-to-end integration of business development projects into Customer Information, Billing and Asset Management systems. Also responsible for coordination of integration with functional teams including Operations, Engineering, Water Quality, Major Accounts, Safety, Human Resources, Legal and ITS teams to assure company preparedness for financial close, readiness for service activation and compliance with all applicable company and regulatory policies, procedures and requirements.	Drive internal and external customer service through the implementation of processes that assure accurate understanding of legacy customer information and timely input of new customer information into tools required by Company Customer Service Organization to be prepared to initiate accurate billing and customer service upon day 1 of new asset ownership (35%). Drive internal and external customer service through the implementation of processes that assure accurate and timely input of new asset information into tools required by Operations, Engineering, Finance and all functional departments to be prepared to initiate accurate service and accounting upon day 1 of new asset ownership (35%). Ensures that policies, procedures, programs, standards of performance and approved objectives are adhered to and/or achieved (20%). Implements processes and procedures for continuous improvement within the Business Development functions (10%).
5	MGR - Government Relations	Improve business climate for the Company through positive interactions with legislators and regulators and external opinion formers. Influence at state level to promote initiatives that support Company and other stakeholder goals and objectives.	Understand and articulate in a compelling way the Company position on key legislative issues. (10%) Shape and influence legislative programs and other critical business issues in alignment with Company goals and objectives. (10%) Establish constructive relationships with elected and appointed officials on a federal, state and local level and invest considerable time and energy in prioritized networking activity. (10%) Prepare briefing documents that can be cascaded to key stakeholders (employees, public officials, etc.) to communicate pertinent issues (legislative, Company investment projects, business change, etc.) (10%) Advise senior management relative to trade or consumer groups to accomplish company goals and benefit our stakeholders. (10%) Work cooperatively with affiliated industry, new business leads to developers. Build knowledge and skills (external communication and influence) with the Senior Management team to build their capabilities. Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. (40%)

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Line No.	Job Title	Primary Role	Job Description
6	Program MGR Talent Acquisition	<p>In partnership with the Director, Talent Acquisition, and the extended TA/HR/ID&E team, the primary focus areas of this role include:</p> <ul style="list-style-type: none"> • vendor relationship management • talent acquisition/inclusion, diversity and equity strategies support • talent acquisition project management <p>Demonstrates American Water's values by collaborating with key stakeholders to drive a consistent, fair, and stellar employee experience and company culture. This position provides strategic oversight of talent acquisition vendors, programs, processes, and compliance along with governance of the quality of services, makes recommendations, advises and resolves complex vendor related issues. Must be comfortable and confident managing multiple and complex issues, competing priorities and at times competing stakeholders in an evolving environment – with a positive and collaborative attitude. Thrives within an environment of continuous improvement. Identifies key trends in talent acquisition and ID&E, and technology based solutions and best practices in collaboration with TA Director.</p>	<p>Provides project/program management and ongoing support around vendor management, special projects, and the overall TA process. Advises on partnerships/engagements that support TA and other HR strategies. Understand and translate internal/external recruitment-based technologies for the benefit of ongoing TA needs. Research and apply market data regarding key talent drivers (weCARE, total rewards, relocation plans, applicant experience, etc.). Build and manage relationships with companies that provide services to the TA function. Works to ensure that vendors meet/exceed contractual obligations by delivering quality products & services. Evaluate potential suppliers using criteria such as industry experience, capacity, quality standards etc. Monitor factors such as delivery reliability, quality and accuracy of estimates and invoices. Act as the interface between vendors and American Water. Keep vendors informed on organization or changes in market conditions that might affect demand for vendors' products or services. Provide and maintain vendor portfolio dashboards, scorecards/reports; conduct vendor portfolio reviews. Review existing vendor management policies, processes, and procedures to update with industry best practices as necessary, and identify and provide input into continuous improvement opportunities. Collaborate with Supply Chain in negotiating contracts to achieve desired financial terms and conditions, and ensure vendor provided services support business objectives. Ensure Service Level Agreements have relevant metrics, monitor performance and initiate improvement actions as needed. Provide regular feedback on vendor performance and make recommendations. Manage and facilitate the process for optimizing vendor relationships to support the business strategy. Facilitates the resolution of escalated vendor-related issues by coordinating with the proponent and the vendor. Understand and champion TA technology changes. Support the TA strategies through the coordination and planning support of our full range of special programs and initiatives (e.g., internship program with local universities, self-ID campaign, onboarding, etc.) Collaborate with Communications to maintain social media presence on the careers page, Instagram, Twitter, etc. Support internal and external outreach efforts to promote awareness of inclusion, diversity and equity and build strong and inclusive constituent relationships. Monitor monthly dashboards Perform additional duties and assist with special projects as assigned. Navigate nuances and sensitivities involved in facilitating change in a large organization, while also demonstrating the ability to build strong interpersonal relationships at all levels. Manage presentation and facilitation of resources to HR and other partners, focusing delivery on enhanced customer experiences. Partner with TA Director & ID&E team to ensure TA processes/projects/programs align with our ID&E strategies. Responsible for monitoring compliance related activities with other groups (e.g. HR Compliance, Health & Safety, etc.) Perform regular audits on job postings & requisitions to ensure compliance & TA processes being followed as outlined. Act as primary contact for TA team for business development activities & coordinate with TA team. Assist with recruiting efforts as needed. Partner with Employee Experience team to ensure candidate/HM/employee experience is positive through surveys, onboarding process, and recruitment process.</p>
7	Senior Project MGR Corp BD	Create market awareness and interest in American Water and develop and maintain American Water brand image with the key industry stakeholders within the designated territory.	<p>Conduct bid/proposal lessons learned and document and implement actions to continually improve overall process; provide on-going feedback about market viability, e.g. pricing, structure, competitive position, etc. Perform Salesforce database maintenance tasks and reports. Documents processes including duplicate entry cleansing and error reports. Provides support on reporting and dashboards. Oversee and update company-wide business development collateral. Draft communications and responses to RFPs in support of growth opportunities and other strategic initiatives that help to promote the delivery of corporate growth targets. Identify creative approaches to developing and structuring new opportunities which accurately reflect client needs and support business plan priorities. Partner in creation and responses to RFP/RFC/RFBs including valuation, asset inventory, operational needs, negotiate agreement of sale, etc. Set up and manage educational campaigns, public meetings as needed, and referendums in coordination with external stakeholders and consultant(s). Drive and coordinate agreement and municipal consent drafting and passage with opportunity contacts and internal teams (legal, operations, engineering, finance, HR, etc.).</p>
8	Specialist Business Services	Responsible for business services support in an assigned area or to an assigned customer/client base, including relationship building, trouble shooting, communications and documentation and problem resolution.	<p>Create and manage an issues list and coordinate resolution. (10%) Analyze business issues and needs and document requirements. (10%) Provide or facilitate training of customers/clients/users and/or internal staffs or departments. (10%) Monitor service level agreements to insure organization is meeting deliverables. (10%) Collaborate with customers/clients/user community to insure satisfactory performance. (10%) Facilitate periodic reviews, client surveys and evaluations, conferences, site visits, conference calls, and/or business communications to transition clients or maintain service and satisfaction levels. (10%) Prepare, monitor, update and distribute appropriate business communication. Maintain awareness/issues list of current business, processes, and practices. Identify potential performance or service problems and recommend corrective action. Develop business presentations, as needed. Handle special projects and responsibilities as assigned. Other duties as assigned. (40%)</p>
9	Specialist Government Affairs	Works with the Government Affairs, Operations and Engineering teams to implement strategies for local community and municipal outreach and relationship development; coordination and communication of capital investment projects; operational preparedness and response; community outreach and engagement; and support for system acquisition efforts.	<p>Understand and articulate in a compelling way the Company position on local ordinances, policies, and issues. Establish constructive relationships with elected officials and staff at the regional/local level and invest considerable time and energy in prioritized networking activity and the coordination and communication of local investment projects. Prepare briefing documents that can be cascaded to key internal and/or external stakeholders (employees, public officials, etc.) to communicate pertinent issues (operational issues, Company investment projects, campaigns, etc.) Apprise senior management relative to pertinent community issues and other external facts that impact the business. Work cooperatively with affiliated community groups to accomplish company goals and benefit our stakeholders. Track and monitor local ordinances and trends which will have an impact on our current business. Support business development campaign projects. Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open stakeholder communication; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business.</p>

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Line No.	Job Title	Primary Role	Job Description	
10	SR Director - Bus Development	Provide the strategic and tactical growth and governmental objectives of the state. This includes driving governmental relationships to accomplish the growth, regulatory, and legislative goals of the company and will be accomplished through personal effort and direction of other managers. Setting and delivering a budget which includes the acquisition of municipal and investor owned utilities as well as driving of water contract sales.	Develop and maintaining key regulatory, legislative and local government relationships to meet strategic growth goals. This includes establishing and maintaining relationships with state and local government officials to create strategic alliances and issue-oriented coalitions (i.e., Environmental Regulations, Public Utility Regulations, etc.), and contacting municipal and privately owned water and wastewater operations to discuss acquisition, potential operations and management contracts, negotiating sales for resale contracts and developing other related business opportunities. Setting and delivering a strategic growth plan for the state; and developing the tactical plan for delivery of the strategic plan, including setting related growth goals and delivering a budget for new sales and related expenses. Direct the Business Development and Government Affairs team members and perform all supervisory and employee development activities/Drive legislation which furthers the success of the company, including directing all lobbying activities and management of local contract lobbyists. Create and manage a state-focused PAC. Ensure American Water is effectively represented in meetings, conferences, seminars, etc., at various national, state and municipal levels, and in a position to present the advantages of ownership transfer whenever possible. Represent the company at key business organization functions, political fundraisers, etc. and ensure senior management is poised to participate. Communication with and engagement of the state and corporate senior management teams in delivering sales growth and relationship management.	
11	SR MGR Corporate BD	Senior Manager Business Development supports strategic efforts to pursue regulated acquisition growth for all American Water divisions. Identifies and researches promising growth opportunities. Organizes internal communications, external BD calls, coordinates bid development processes, and updates the business development plan. Assesses risks to corporate commitments for securing profitable and sustainable business growth in line with the company's business plan targets and strategy.	Manage the business development pipeline and target opportunities to help maintain a steady flow of projects and secure those within plan timescales. Identify, qualify and prioritize leads through the use of appropriate tools, local market data and active targeted prospecting. Advise internal customers on solutions that solve business problems and execute its successful adoption. Lead the development of the bid strategy, deal structuring, and champion projects through the State/Divisional/Corporate CDC progress. Monitor internal business developments, as well as identify connections between business activities and trends that may pose a threat or benefit to the company. Maintain Salesforce security such as user accounts, sharing rules, permission sets, user roles and profiles, field-level security, content folder rights, queues, public groups, list views, and other setup options. Ensure optimal performance of Salesforce systems and products. Actively seek input from the business to upgrade and configure Salesforce for optimized performance in BD and integration activities. Facilitate Salesforce user workshop sessions, engage in conversations with technical and QA teams that ensure systems meet business needs. Manage and plan national conferences including communicating with leadership, event details and onsite coordination. Develop reusable templates and processes that ensure delivery excellence. Lead junior business development professionals including interns; manage and develop team members, provide continuous feedback.	
12	SR MGR ESG	Responsible for developing, executing and project managing the external and internal communication efforts to support American Water's Environmental, Social, and Governance (ESG) program, including main biennial ESG report. This position will work closely with senior leaders and other business partners to advance corporate sustainability practices and employee engagement on sustainability.	As part of Investor Relations Group, leads day-to-day project management of American Water's activities in support of its sustainability reporting and investor outreach Plans, develops and project manages American Water's ESG Reports outlining our ESG-related efforts and results, in alignment with the broader public disclosure practices. Builds working relationships with key partners across the firm in its business units, as well as functional support areas such as operations and supply chain, human resources and others. Tracks metrics and progress to feed into sustainability reporting and stakeholder engagement process and activities. Tracks emerging and developing ESG practices at peer firms and in the marketplace to help keep American Water's activities relevant and aligned with the external environment Leverages and/or develops website and other digital platforms to capture and share ESG related results and updates throughout the organization.	
13	SR MGR - Investor Relations	Responsible for developing, executing and project managing the external and internal communication efforts to support American Water's Environmental, Social, and Governance (ESG) program, including main biennial ESG report. This position will work closely with senior leaders and other business partners to advance corporate sustainability practices and employee engagement on sustainability.	As part of Investor Relations Group, leads day-to-day project management of American Water's activities in support of its sustainability reporting and investor outreach Plans, develops and project manages American Water's ESG Reports outlining our ESG-related efforts and results, in alignment with the broader public disclosure practices Builds working relationships with key partners across the firm in its business units, as well as functional support areas such as operations and supply chain, human resources and others. Tracks metrics and progress to feed into sustainability reporting and stakeholder engagement process and activities. Tracks emerging and developing ESG practices at peer firms and in the marketplace to help keep American Water's activities relevant and aligned with the external environment. Leverages and/or develops website and other digital platforms to capture and share ESG related results and updates throughout the organization.	

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Line No.	Job Title	Primary Role	Job Description
14	SR MGR, External Communications	Lead and direct the state and local government affairs program and provide strategic external communications counsel to the state president and the state senior leadership team. Drive the state's strategy and execution of goals supporting Inclusion and Diversity, external ESG initiatives, legislative initiatives and priorities, and all external communications and education/marketing efforts.	Provides counsel on matters affecting policy, politics, and key relationships and ensures the creation and implementation of strategic external communications comprised of robust written and dynamic digital communication content for external audiences. Works with the state president and team to effectively communicate and build relationships with elected officials and key stakeholders and will also monitor and measure communication plan outcomes and drive for continuous improvement in customer and overall stakeholder (legislative/regulatory/media) engagement. While managing numerous cross-functional projects, be a leader, skillfully collaborating with the entire government and external affairs team, as well as the state's major accounts manager, as appropriate, and delegating tasks to direct reports in an effort to produce high-quality, resonant and engaging deliverables. Serves as the company's lead state lobbyist, responsible for advancing, amending, and/or stopping legislation that impacts the company and water/wastewater industry in the state political relationships. Directs and works with the Manager of Government Affairs to lead the contract lobby team and to leverage subsidiary supported. Advocate the company's position, testify on the company's behalf, track legislation, and provide political guidance to the company. Working with the External Affairs team, monitor internal/external business developments, as well as identify connections between business activities and industry trends, that may pose a threat or benefit to American Water's reputation. As a master of creative content development with a strong visual sense, will propose creative and innovative communications tactics. In addition to written communication, will help produce videos as part of an overall external communications strategy. Engage with a variety of external stakeholders to build strategic relationships and coalitions to support the company's legislative and communications initiatives. Actively participates in suitable business, industry, civic and community organizations, including involvement on various boards and committees. Supports the state president's involvement in external organizations as appropriate. Partner with Internal Communications and Customer Communications colleagues to maintain strategic integration of messaging and regularly communicate and discuss projects best practices with client groups. Partner with Customer Experience and other cross-functional teams to build strategic external/internal communication plans to promote enterprise-wide projects and programs.
15	SR Specialist Business Services	Responsible for business services support in an assigned area or to an assigned customer/client base, including relationship building, trouble shooting, communications and documentation and problem resolution.	Responsible for business services support in an assigned area or to an assigned customer/client base, including relationship building, trouble shooting, communications and documentation and problem resolution. (10%) Handles escalated issues related to the operating companies. (10%) Responds to requests for information/reports/data relative to rate cases. (10%) Respond to questions, problems and issues from the client/customer/user community. (10%) Create and manage an issues list and coordinate resolution. (10%) Analyze business issues and needs and document requirements. (10%) Provide or facilitate training of customers/clients/users and/or internal staffs or departments. Monitor service level agreements to insure organization is meeting deliverables. Collaborate with customers/clients/user community to insure satisfactory performance. Facilitate periodic reviews, client surveys and evaluations, conferences, site visits, conference calls, and/or business communications to transition clients or maintain service and satisfaction levels.
16	SR Talent Acquisition Partner	Responsible for recruitment efforts for open positions for defined client group, consistent with American Water's Talent Acquisition framework and comply with Labor laws and government and industry regulations.	Assists with the development and execution of talent acquisition strategies that align with organizational goals. Leads meetings to guide the hiring for key initiatives and projects with the talent acquisition team, cross-functional partners and client groups. Provides mentorship, guidance and career development to members of the Talent Acquisition Team. Establishes and maintains meaningful relationships with leadership, HR Business Partners and key cross-functional stakeholders. Partners with hiring managers to understand needs of the role and identify candidate profiles to fit those needs. Provides innovative and scalable solutions to drive a continuous improvement mindset. Acts as a Candidate Career Coach & subject matter expert for Hiring Managers. Understands the organizations long-term needs & builds pipelines to meet those needs. Utilizes labor market trends and internal data to drive hiring strategies. Performs all full cycle recruiting responsibilities: pre-screens, and, possibly, interviews and selects, recommends candidate pool to present to hiring manager and supports the offer process. Participates in recruiting events in person and virtually. Complies with all labor laws and government and industry regulations. Ensures that the talent acquisition process is carried out consistently with the highest quality, integrity, and professionalism.
17	Talent Acquisition Coordinator	Responsible for providing support to the Talent Acquisition team to ensure a seamless and efficient recruitment process for our internal stakeholders and candidates.	Receive and create requisitions in applicant tracking system in a timely manner. Support scheduling of interviews for assigned TA partner including any travel logistics as needed. Prepare offer documents and employment agreements. Collaborate with TA partners to ensure a seamless transition from recruitment to onboarding. Monitor background checks and onboarding activities of candidates. Communicate promptly and professionally with candidates & internal stakeholders, addressing their inquiries and concerns throughout the recruitment process. Monitor various forms of inquiries including shared mailboxes, phone lines, etc. Manage the employee referral process including tracking of payments and submission to payroll. Support processes with TA Vendors including but not limited to, ordering welcome packages, relocations, and processing invoices. May support positions by researching/posting on industry sites or other job boards, screening applicants, coordinating or participating in job fairs, etc. Identify process improvement opportunities and contribute innovative ideas to enhance recruitment workflows. Support TA Projects through design, testing, and implementation. Comply with all labor laws and government and industry regulations. Ensure that the talent acquisition process is carried out consistently with the highest quality, integrity, and professionalism.

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Line No.	Job Title	Primary Role	Job Description
18	VP – Business Development Strategy	Leads the Company's financial evaluation and analysis process for all new regulated and non-regulated business initiatives. Provides Executive Management with financial analysis, advice and expertise to ensure a high quality financial evaluation and analysis is performed throughout American Water. Monitoring for Defined Benefit and Defined Contribution Plans' assets in excess of \$2.5 billion, including management of external experts and fund managers as well as preparing recommendations to the Retirement and Benefit Plans Investment Committee.	Provide financial evaluation, analysis and support for all new regulated and non-regulated business initiatives to assure financial viability using appropriate investment and risk appraisal techniques. Interpret and ensure that risks are identified and integrated into project analyses and that financial standards and governance apply. Lead the development of (in conjunction with internal subject matter experts) financial structures for projects/companies. Present testimony regarding opportunities before regulatory commissions in conjunction with internal subject matter experts. Lead the development of (in conjunction with internal subject matter experts) appropriate financial structures for projects/companies. (35%) Actively partners with and liaises with and educates state operations, divisional financial services organizations and other key stakeholders. (20%) Lead all quality control activities which ensure all financial models are prepared accurately and based upon sound financial principles. (10%) Provide on all financial analysis of new business initiatives which balance the risk and rewards of all new business initiatives. (10%) Provide sound and independent advice to senior management on all new business initiatives which balances the risk and rewards of all new business initiatives. (5%) Oversee Defined Benefit and Defined Contribution Plans' assets in excess of \$2.5 billion, including management of external experts and fund managers as well as making recommendations to the Retirement and Benefit Plans Investment Committee. Manage and negotiate with investment managers, investment plan consultant, trustees in accordance with respective Investment Policy Statements and fiduciary standards. Analyze and manage the risk profile of the plans, the longer term investment horizon, and advanced investment considerations to include securities lending, commission recapture, equity structure, derivative overlay structures, etc. Lead investment committee meetings. (20%)
19	VP – Employee Experience & Talent Dev	Bringing best practice expertise, you will lead the talent acquisition function and help refine and implement the employee experience strategy — from the moment someone first interacts with our team, through to onboarding, development, promotion and living our cultural values. You'll also play a key role in defining our future of work and bringing it to life across our company, throughout all of our employee and community touchpoints. We want your help to bring these pieces together and shape the future of American Water. We strive to give our employees joy, meaning, and purpose from what they do every day, and you can help us do exactly that by applying your expertise in talent acquisition, organizational development, and/or employee experience and elevating our hiring, onboarding, culture, and employee experience to the next level."	Oversee the Talent Acquisition function, partnering closely across HR functions and with business Leadership across the organization to meet hiring needs and drive quantifiable results, ensuring we successfully identify, recruit, and hire needed talent across the organization in a timely manner (including temp labor, background/drug screening, etc.). Own the relocation process across the American Water footprint, integrating best practices and flexible solutions to meet business needs for talent mobility. Establish and oversee employee experience strategic priorities and objectives across the employee lifecycle while optimizing key performance and value indicators of satisfaction, productivity, retention, acquisition, and development. Conduct research, utilize surveys, and lead environment scans or focus groups to gather candid and real-time feedback regarding employee experience; bring together cross-functional working teams to improve all dimensions of the employee lifecycle and create the workplace of the future. Partner with the L&OD team to on the annual employee culture survey process and communications and analysis of results and oversee implementation of processes or other recommendations for improvement including support for culture action team executive sponsors across the organization; assist leaders with interpreting engagement results and developing succinct and effective actions plans to maintain and improve culture and the employee experience. Understand/define/refine employee segments and integrate segment based action plans based on data-driven insights into behaviors and propensities. Serve as the "Voice of the Employees" thoughtfully engaging and, when appropriate, challenging leaders to maintain an "outside-in" perspective and mindset. Build compelling and insightful data-driven presentations to business partners, driving the employee experience priorities and agenda through a combination of data, examples, and storytelling. Provide thought leadership and subject matter expertise on American Water's employee value proposition across employee segments and partner closely with the HR Leadership team and internal communications to develop and communicate the EVP. Regularly participate in HRLT discussions and meetings as part of shaping employee experience, including but not limited to Employee Value Proposition. Help to lead cross-functional initiatives that arise relating to the employee experience (e.g., leading the future of work exploration, future flexible work arrangements, community/diversity workforce development and hiring programs, etc.). Ensure that proposed measures are data driven by gathering internal feedback as well as benchmarking with external sources. Perform and communicate key analysis of employee experience initiatives. Proactively identify areas for operational efficiency and implement impactful changes.
20	VP – Investor Relations	Liaison role for states and LOB to BD, financial planning, accounting and rates design and support. Cross functional communications/forums with customers. Key finance business partner. Responsible for coordinating budgeting procedures for collecting and analyzing an annual budget plan. Evaluates company performance to establish and set the annual budget.	Strategically develop and lead resources and tools to deliver financial services to states and LOBs. Prioritize work and resources. Support effective financial planning and analysis. Provide business expertise in business development decisions. Accounting/Finance Interface. Leadership in rate support. Key advisor in rate design and analysis. Ensure that rate case results are in alignment with budget and corporate expectations. Have a deep understanding of and the ability to analyze new business opportunities in order to assist with the achievement of growth targets. Provide financial expertise in business development as to 1) identify and explore strategic investment alternatives, 2) lead financial analysis of investment options, 3) evaluate closed deals as compared to decision assumptions and 4) drive and participate in analysis of unsuccessful and or lost opportunities. Ensure that the performance of the budget and internal financial reporting results in a prompt and accurate delivery of the 5 year plan and budgetary process. In the capacity as the top internal budget consultant and advisor, adequately support the Financial Analysis and Decision making team that facilitates and supports an integrated and successful service delivery model to the states and individual lines of business.

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Line No.	Job Title	Primary Role	Job Description
21	VP National Govt & Regulatory Affairs	Responsible for developing and implementing the company's National government affairs strategies, practices and processes in a consistent and integrated manner across all operating subsidiaries. Act as the primary management liaison between American Water Business Units, the Regulatory teams, National and State Government Affairs Department and all operating subsidiaries, including the State Government Affairs Directors. Provide leadership, strategy, vision and direction to identify, develop and implement best practices and alignment within and across all divisions and/or operating subsidiary to ensure functional excellence	One of the key primary roles will be to directly engage and help ensure a clear policy direction for our external industry association, the National Association of Water Companies (NAWC). This role will be responsible for managing and leading policy initiatives in conjunction with NAWC. The Director will work closely with internal company experts and leaders to implement the federal initiatives and strategy for NAWC. Coordinate with all corporate functions including State Presidents, to implement federal policies that support overall company growth goals. Responsible for developing and implementing the company's federal government affairs strategies, practices and processes in a consistent and integrated manner across all operating subsidiaries. Act as the primary management liaison between Federal Government Affairs and all American Water Business Units, including the State Government Affairs Directors. Develop and implement the company's federal strategy, including federal legislative initiatives. Identify opportunities for thought leadership at a national level. Position will focus on national state government and regulatory affairs issues in support of the regulated business, including but not limited to: National Association of Water Companies (NAWC), EEI, US Conference of Mayors (USCM), smaller state support such as VA, MD & IA, Blue-Green Alliance (BGA) (State legislative and regulatory issues), NARUC, (National Association of Regulatory Commissioners) NASUCA (National Association State Utility Consumer Advocates), FRI (Financial Research Institute) (Missouri), New Mexico State University Center for Public Utilities.
22	Digital Media Manager	The Digital Media Manager will use strategic digital media expertise to support the pursuit of our business goals and strategies, promote the American Water brand, educate customers, and ensure employees have the information they need to do their jobs well.	The Digital Media Manager is a master of creative digital content development, and has a strong visual sense. Working with executive, senior, and communications peers, advises on, creates and develops digital media content for digital platforms, including digital signage, intranet, external sites, internal and external social media, and employee meetings. Serve as digital media lead for all companywide broadcast events, providing expertise in broadcast and A/V technology, creating graphics and video, and advising on effectively engaging the audience. Seek, create, and maintain digital media vendor relationships and contracting of videographers to advance digital communications technologies. Manage the video creation process, including writing, scheduling, shooting, storyboarding, and editing digital content that tells a compelling story. Collaborate with peers to develop and execute companywide external social media content and strategy. Research and share the latest industry trends, developments, and best practices in digital communications to maximize American Water's influence and build employee and customer engagement. Monitor and measure digital communication plan outcomes and drive for continuous improvement in employee engagement.
23	Government and Regulatory Affairs Specialist	Works with the Government Affairs, Operations and Engineering teams to implement strategies for local community and municipal outreach and relationship development; coordination and communication of capital investment projects; operational preparedness and response; community outreach and engagement; and support for system acquisition efforts.	Understand and articulate in a compelling way the Company position on local ordinances, policies, and issues. Establish constructive relationships with elected officials and staff at the regional/local level and invest considerable time and energy in prioritized networking activity and the coordination and communication of local investment projects. Prepare briefing documents that can be cascaded to key internal and/or external stakeholders (employees, public officials, etc.) to communicate pertinent issues (operational issues, Company investment projects, campaigns, etc.). Apprise senior management relative to pertinent community issues and other external factors that impact the business. Work cooperatively with affiliated community groups to accomplish company goals and benefit our stakeholders. Track and monitor local ordinances and trends which will have an impact on our current business. Support business development campaign projects. Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open stakeholder communication; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business.
24	Webmaster	Direct, develop and manage content, design and communications for all 21 American Water websites and social media networks. Manage the strategic direction for web content and communication that adheres to the goals and objectives of the business. Responsible for advancing and promoting the American Water brand by delivering information to key constituents via the website and social media. Direct creative development and updates including art, logo usage and overall design to support business goals and objectives. Evaluates the ongoing effectiveness of communication and technology plans, programs and initiatives.	Lead the day-to-day operations related to the execution of American Water's online initiatives. Plan, write and publish ongoing website updates. Review and approve updates to web content; evaluating for branding, messaging, context and adherence to style guidelines. Lead projects that include the creation of new pages and applications and implement website modifications. Uses languages including Microsoft .Net, ASP, Visual Basic .Net, SQL Server, HTML, JavaScript, CSS, VB to perform a variety of complex tasks on company web properties. Conduct detailed code reviews of both frontend and backend features. Manages queue of maintenance and enhancement items related to the web sites. Assign appropriate resources, provide estimates and commitment dates, and ensure on-time successful delivery of item. Supports digital media marketing efforts for AWE. Develop consistent web strategy for American Water and its subsidiaries; including ensuring consistency between and establishing best practices for state web sites. Conduct ongoing web site traffic analysis and reporting and share the data as necessary. Perform testing of the site for functionality in different browsers and resolutions. Lead online-strategy meetings and provide technical and strategic input. Evaluate and lead improvements to process, standards, and procedures related to web properties. Setup and manage technology vendor relationships. Manage the transition of the website from the current content management system to the new proposed CMS. Redesign efforts will occur every 2-5 years. This individual should be the leader in the redesign efforts with Technology & Innovation department. Perform data analysis (research and statistics) on user data and feedback and draw conclusions to impact future enhancements to web properties. Responsible for training Communications team members, as needed, on using new web management tools. Post alert notifications to the web. Act as a technical liaison for Communications and ITS for all technical needs. Off Hours Support Maintain availability 24/7, weekends and evenings during emergencies for posting web alerts as well as to help states monitor social media inquiries and complaints 24/7 to make sure customer's needs are met.