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## BAC-10604

### Contact Information

Contact Name	Julie Anderson	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	[REDACTED]
Preferred Email	[REDACTED]	Home State	[REDACTED]
Other Phone		Home Zip	[REDACTED]
Other Email		County	[REDACTED]
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	[REDACTED]
Gender	[REDACTED]	Race/Ethnicity	[REDACTED]
Other Gender		Other Ethnicity	
		Tribal Affiliation	
		Salutation	
		Pronouns	[REDACTED]

### Application

Status	New	Council Resolution Number	
Notes			

### Board Information

Board Name	Metro Water Recovery	Original Start Date	
		End Date	
		Other boards or commissions served	

### Work Information

Employer		Work Address	
Position		Work City	
Business Phone #		Work State	
Work Email		Work Zip	

### Additional Information

Work or home in Denver	Yes	Objection to appointment?	No
Are you a registered voter?		Special Information	
If so, what county?		Registered Lobbyist	No
Denver City Council District No	5	Conflict of Interest	No

Conflict of Interest  
Explanation

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### Education and General Qualifications

Name of High School		Name of Graduate School
Location of High School		Location of Graduate School
# of Years Attended High school		# of Years Attended Graduate School
Did you Graduate High School	Yes	Did you Graduate
		Graduate Major
Name of College		
Location of College		
# of Years Attended College		
Did you Graduate College		
Undergrad Major		

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### Reference Details

Reference Name #1	Reference Email #1
Reference Phone #1	Reference Address #1
Reference Name #2	Reference Email #2
Reference Phone #2	Reference Address #2
Reference Name #3	Reference Email #3
Reference Phone #3	Reference Address #3

Agree to a background check

Owner



Created By Denver Integration, 6/5/2026, 3:48 PM

Last Modified By Denver Integration, 6/5/2026, 3:48 PM

### Notes & Attachments

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Type	Attachment
Last Modified	Denver Integration
Description	<a href="#">View file</a>

J Anderson Resume 2026.pdf

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Type	Attachment
Last Modified	Denver Integration
Description	<a href="#">View file</a>

Julie Anderson bio 2026.pdf

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Type	Attachment
Last Modified	Denver Integration
Description	<a href="#">View file</a>

### Applicants History

6/5/2026, 3:48 PM

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User **Denver Integration**

Action **Created.**

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# JULIE ANDERSON

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## EXECUTIVE LEADERSHIP | OPERATIONS MANAGEMENT | PERFORMANCE STRATEGIES

Well-respected operational leader and business partner recognized for strengths in **conceptualizing and implementing sustainable organizational strategies** within diverse industries ranging in size and scope from Fortune 500 to public utility.

History of creating replicable results through the definition of objectives and strategies across the enterprise; **assessing internal business needs, evaluating industry trends, identifying the right players, and executing on the right solutions**. Extremely agile, with high-caliber, cross-functional management qualifications, experience-backed judgment, and excellent timing.

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## SIGNATURE LEADERSHIP STRENGTHS

Strategic Business Planning ■ Performance Optimization ■ Organizational Design ■ Human Resources ■ Customer Experience and VOC Strategies ■ Continuous Improvement/LEAN ■ Board Engagement ■ Public & Government Affairs ■ Financial Management ■ Enterprise-Level Budgeting ■ Leadership Development ■ Technology Transformations

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- Skilled in developing and executing **both short-term and multi-year strategies** resulting in excellent business operations, strong financial health, outstanding customer and stakeholder relations and an engaged workforce.
  - Experienced in **integrating disparate operational organizations, processes, and systems**; providing leadership in both change and project management.
  - Recognized as an **approachable, dynamic, and decisive leader**; able to unify internal and external organizational stakeholders while fostering a culture of employee engagement, excitement, and accountability.
- 

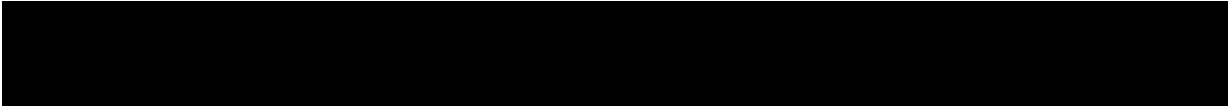
## PROFESSIONAL EXPERIENCE

### Denver Water, Denver, Colorado

2008 - Present

Denver Water employs over 1,100+ employees across the State, providing drinking water and related services to over 1.4 million customers in the Denver Metro area. **Denver Water is one of 10 water utilities in the nation to be AAA-rated by all three rating agencies - an honor directly related to operational governance, fiscal responsibility, and outstanding executive leadership.**

#### Chief of Staff (2016 - Present)

- Senior executive role that carries **full decision-making authority of the CEO** in the resolution of day-to-day operational issues while providing significant influence towards the shaping of organizational vision and strategy.
    - Actively provides leadership and guidance as the **dotted-line manager to Denver Water's Executive Team**; ensuring effective team dynamics and productive organizational health.
    - Facilitates dialogue between the CEO, the Board of Water Commissioners, and the Executive Team; making key decisions and raising critical issues to the CEO for needed response and guidance.
  - Directly manages a \$15M departmental OPEX budget with additional **executive-level oversight of an annual \$434M CAPEX and OPEX budget**.
  - **Engages the Mayor-appointed, five-member Board of Water Commissioners** on an ongoing basis to address policy and strategy, as well as facilitate effective organizational oversight and governance.
  - Partners with the CEO to **define and implement Denver Water's Strategic Plan**. Develops yearly organizational initiatives, projects, programs, work plans, budgets and human/capital resource plans for Board approval to achieve set goals and objectives of the Strategic Plan.
    - Supports Executive Team by facilitating resource debates; ensuring that the Executive Team manages to their organizational expenditures wisely and collaboratively while **maintaining an operating budget within +/- 2% and a capital budget within +/- 5%**.
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- Oversees the Office of People and Strategy which includes developing and building a culture of excellence where people and processes are aligned to foster organizational health and strong business performance, including:
  - **Public Affairs and Government Relations**; connecting employees and external stakeholders to our mission and vision via proactive communications and outreach as well as aligning and activating key government, business, nonprofit and academic influencers to advance our strategic positions.
  - **The Office of Continuous Improvement**; ensuring ongoing commitment to continued innovation and ensuring we deliver the right projects, at the right time for the right cost.
  - **Human Resources and Learning and Organizational Development**; attracting, developing, retaining, and inspiring top talent and developing and deploying strong leaders at every level.
  
- **Continuously drive innovation by leading progressive change management initiatives**; devising and implementing key strategies and solutions in support of Denver Water’s long-range business plan. Selected examples:
  - **Organizational Culture-Building**: Partnered with all levels of leadership to systematically revolutionize a stagnant culture built on the notions of entitlement and tenure; including strengthening Executive Team commitment, engagement, and alignment, establishing inclusive leadership practices, increasing commitment to employee engagement, and creating clear and transparent communications.
  - **Compensation/Total Rewards Programs**: Actively participated in transitioning the company from step-based pay to a pay-for-performance model thereby reducing the salary budget and tying employee performance to strategic objectives. Instituted changes to ancillary employee benefits to include switching out sick/vacation banks to PTO, reducing Board liability by \$5.1M. Implemented mandatory pension payments for tenured employees, and a second-tier pension plan for new hires that reduced the Board’s long-term liability by \$10M over 20 years.
  - **Governance and Internal Controls**: Oversaw and directed improvements in internal control mechanisms related to financial reporting, systems, and accountability. Immediately rectified issues by establishing formal policies and procedures to enhance operational transparency. Developed comprehensive quarterly and annual Board reports on operations and finance. Built strong partnerships with the Internal Audit department to continually review and advise on operational controls.
  - **Continuous Improvement**: Engaged 80% of employees across the organization in continuous improvement activities; **yielding \$11M in hard dollar savings** to date, as well as a 5-percentage point increase in top-two-box customer satisfaction (from 87% to 92%), a 7% reduction in operating costs per account, and a 75% decrease in monthly safety-related incidents.

**Director, Customer Relations (2011 - 2016)**

- Promoted to transform and elevate Denver Water’s 100-employee customer relations organization and \$13M OPEX budget; **overseeing a massive cultural shift in business operations, employee mindset, and customer service expectations.**
  - **Saved over \$4M in less than 24 months** by defining and streamlining processes. Increased staff accountability through performance metrics and capacity planning. Improved quality and speed of field work by over 50%, increased through-put and productivity by 40% within the billing and back-office functions, and increased first call resolution by 25%.
  
- Initiated a customer surveying and benchmarking program in 2013 to identify and address areas for improvement; ultimately leading to substantial changes in customer care practices and an 8-percentage point increase in top-box satisfaction within 24 months.
  
- Leveraged LEAN tools and methodologies to include service-design mapping and customer experience value stream assessments to elevate the overall customer experience.
  
- Advocated for and deployed multiple enterprise-level technology implementation projects to include an Oracle-based billing system, a mobile/office workforce management system, and a customer/distributor self-service portal that led to automated capabilities and increased efficiencies.



- Designed a Distributor Relationship service model to build trust through collaboration and partnership; a strategy that increased satisfaction ratings by 35% with suburban utilities responsible for distributing water to 50% of Denver Water’s customers.

**Manager, Customer Care (2008 - 2011)**

- Initially hired to manage a team of 40, and a \$3.4M budget allocated to Denver Water’s Customer Care Program.
- Immediately assessed operational performance, formulated strategic plans, and **implemented a diverse range of productivity standards, work distribution processes, and tracking mechanisms** to streamline and enhance the customer experience-- efforts that directly led to an increase in productivity from 49% to 79% in < 1 year as well as a \$120K reduction in costs.

**Molson Coors Brewing Company, Golden, Colorado**

**2001 - 2008**

*The Molson Coors Brewing Company is a multinational, publicly-traded brewing company (NYSE: “Tap A”) headquartered in Golden, Colorado; currently recognized as the seventh largest brewer in the world with over \$4.9B in annualized revenue.*

**Group Manager, Consumers Affairs, Systems, and Reporting (2005 - 2008)**

- Promoted after the Molson/Coors merger of 2005 to direct the North American Consumer Contact Center; expertly overseeing a \$1.3M OPEX budget allocated to a **multi-site consumer affairs program**.
- Managed the Molson Coors’ product liability, negotiation, and settlement program; successfully achieving an issue mitigation rate of 95%.
- **Led team to earn industry recognition; receiving a 96% overall customer contact center satisfaction rating** by Service Quality Management’s 2008 benchmark study.

**Operations Manager, Consumer Affairs (2001 - 2005)**

- Managed a fully-integrated consumer contact center responsible for providing first-contact resolution and brand response consistency.
- Improved organizational effectiveness by 20% by conducting time and motion studies that directly led to the implementation of new productivity standards and a staff reorganization.

**Additional Experience with *Oppenheimer Funds*** as their Denver-based Advisor/Investor Services Contact Center Manager (1996-2001). Details available.

FORMAL SPEAKING ENGAGEMENTS AND INDUSTRY LEADERSHIP

- **Professional Speaking Engagements:** Panel Member/Guest Speaker for the American Water Works Association’s ACE Conference; discussed topics pertaining to industry innovation and water utilities (June 2018). Former experience speaking to industry groups on customer relations/experience strategies.
- **Board Member Contributions:** Board Member: Metro Denver Economic Development Committee (2017-Present); Association of Metropolitan Water Agencies (2023 – Present); The Greenway Foundation (2025 – Present).
- **Industry Affiliations:** Member of the Denver Metro Chamber, American Water Works Association, and the Association of Metropolitan Water Agencies.

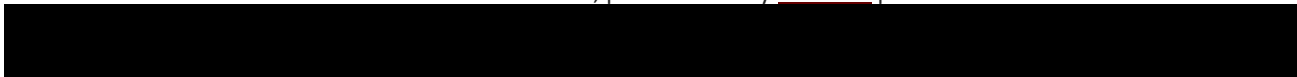
EDUCATION

**University of Colorado at Colorado Springs, Colorado Springs, Colorado**

Bachelor of Science (B.S.): Business Administration  
Dual Major in Organizational Management and Marketing

REFERENCES

Strong professional references available.  
For more information, please view my [LinkedIn](#) profile.



## Julie Anderson bio



Julie Anderson is an executive leader known for building high-performing organizations across sectors, from Fortune 500 companies to public utilities. She is a trusted business partner with expertise in strategic planning, financial management, customer engagement, public affairs, continuous improvement, and culture building.

Julie currently serves as Chief of Staff at Denver Water, where she works closely with the seven-member executive team to address day-to-day operational and organizational priorities. She leads long-term organizational strategy and the implementation of key strategic initiatives, while also overseeing Public Affairs, Human Resources, Learning and Organizational Development, and Continuous Improvement.

Denver Water is one of only six water utilities in the nation to hold AAA ratings from all three rating agencies, reflecting strong governance, fiscal responsibility, and executive leadership. During her tenure, Julie has helped shift the organization toward higher performance by reducing operating costs, strengthening employee accountability and engagement, improving customer satisfaction, and aligning strategic planning with measurable goals and enterprise-wide execution.

Before joining Denver Water, Julie held corporate leadership roles at Coors and Molson Coors, where she enhanced the scale and quality of a North American Consumer Affairs program. She also spent five years in the financial sector at OppenheimerFunds, where she co-led a 500-seat contact center focused on the financial advisor and investor experience.

A Colorado native, Julie holds a Bachelor of Science in Business Administration from the University of Colorado. She serves on the boards of the Metro Denver Economic Development Committee, the Association of Metropolitan Water Agencies, and The Greenway Foundation.

