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Jacki has worked in the utility industry for over 45 years in many capacities. She has been an office manager, a general manager, a public works director, a water district commissioner, and a surveyor of small water systems for the Washington State Department of Health, Office of Drinking Water.

Jacki is retired but holds certifications as a Water Distribution Manager 4, a Water Treatment Plant Operator 2, a Cross Connection Control Specialist, a Sanitary Surveyor, and a Wastewater Collection Specialist 2. Jacki is also an approved and vetted trainer of the AWWA Customer Service Certificate Program.