SUMMARY POSITION DESCRIPTION

POSITION TITLE: Manager of Natural Gas Operations
DEPARTMENT: Natural Gas Operations
REPORTS TO: Director of Utility Operations
DIRECTLY SUPERVISES: Natural Gas Technicians
FLSA CLASS: Exempt
Salary Grade: 16

Position Summary
Manages the operations, maintenance and engineering of the Cooperative’s natural gas department. Provides efficient design, installation and maintenance practices for the cooperative and its member owners. Plays an instrumental role in member and employee satisfaction. Supports a positive working relationship between departments, members and communities served by the Cooperatives natural gas system.

Essential Responsibilities and Duties

1. Manages the Cooperative’s natural gas system.

   1.1. Selects, supervises, evaluates, trains and disciplines employees assigned to the gas department.

   1.2. Administers employee development and compensation programs consistent with applicable policies, procedures and practices to assure the retention of highly competent, motivated and efficient workforce.

   1.3. Monitors progress and costs incurred in carrying out departmental work plans and budgets.

   1.4. Ensures proper inventory and resources are available for efficient repair, construction and maintenance of the Cooperative’s gas system.

   1.5. Provides long and short term forecasting of projects for budgetary purposes.

   1.6. Assists in the development and implementation system integrity programs.

   1.7. Handles escalated member complaints, service questions and general inquires.

   1.8. Manages, coordinates and assists with the selection of consultants and contractors required to accomplish relevant strategic goals, compliance and member demands

2. Acts as a member of the Operations Staff.

   2.1. Communicates and interprets the Cooperative’s Mission Statement, strategic goals and policies within the department to establish direction and to obtain understanding and commitment by the employees of the department.

   2.2. Supports member and employee satisfaction initiatives by demonstrating and excellent member service skills.
2.3. Develops recommendations regarding departmental organizational structure and staffing to accomplish approved program goals.

2.4. Prepares reports regularly to the Director of Operations to assure compliance with program goals and budget levels and to serve as the basis for planning.

2.5. Attends, communicates and participates in regular departmental and cooperative staff and employee meetings to discuss, propose and report on department activities, progress and process improvement initiatives.

2.6. Represents the Director of Operations as assigned to insure adequate representation of the cooperative’s interests.

3. Supervises the natural gas system operations, construction and maintenance.

3.1. Provides communication and staking functions for new services and construction work plans.

3.2. Coordinates all construction work and maintenance with contractors and employees to assure adequate member satisfaction.

3.3. Conducts weekly safety meetings and field checks to ensure adequate understanding and implementation of all safety and operational procedures.

3.4. Provides general 24/7 support for natural gas emergencies

3.5. Ensures that all work is done to JCE engineering specifications or cooperative procedures, policies, and rules.

3.6. Organizes the resources needed by personnel to effectively perform their job functions.

3.7. Directs and coordinates the efforts of all crews in emergencies including dispatching and outage analysis.

3.8. Reviews and approves timesheets, purchase orders and contractor fees.

4. Assures conformity with all legal and compliance requirements.

4.1. Ensures that all gas construction, operations, inspections, and maintenance activities are in compliance with all federal and state laws, codes, specifications and industry standards.

4.2. Develops, updates, reviews and implements policies and procedures to ensure compliance with all state, local and federal requirements.

4.3. Ensures that the Cooperative’s Gas Operator Qualification Program is in compliance with the state and federal requirements.

4.4. Ensures the latest proven process and materials are used to keep in the forefront of technology.
4.5. Files appropriate required state and federal documentation and facilitate related onsite audits.

5. Performs other duties as assigned.

Accountabilities

1. Operational efficiency improvement as measured by task hours, employee overtime, the required number of employees or as measured by budgetary stabilization and reduction.

2. Service reliability as measured by leak duration and response time.

3. Cooperative member satisfaction as measured by survey results appropriate to engineering and operations performance, including ACSI.

4. Budget accuracy and control, as measured by comparison to actual results.

5. Team facilitation, as measured by behavioral characteristics, internal collaborative efforts and internal enhancements.

Qualifications

1. A Bachelor’s Degree or an Associate’s Degree with a minimum of three years experience in a utility or equivalent, or 5 years of progressive work related experience either by progression through the ranks of field operations or in a middle management position, is required.

2. Minimum of three (3) years experience managing the work of others, and managing effective relationships, both within and outside the organization is also required.

3. Thorough working knowledge of natural gas pipeline construction, maintenance and operation is required.

4. Must be organized, detail oriented, able to concentrate and skilled in communicating with others.

5. Must be able to express self well orally and in writing.

6. Must have a positive attitude toward safety and accident prevention.

7. Ability to multitask and manage time.

8. Must have sufficient physical health to perform the essential functions, duties, and responsibilities of the job.

9. Must be able to address work situations that frequently require changes using different techniques, procedures, or degrees of attentiveness without loss of effectiveness or composure while adhering to requirements and achieving satisfactory levels of performance.

10. Must be able to read, write and do arithmetic.

11. Skills in developing plans, procedures and goals are required.

12. Must be able to present information in front of large and small groups.

13. Must possess and maintain a valid driver’s license.
14. Knowledge of personal computer applications including spreadsheet and word processing is required.

Working Conditions

1. General off-duty availability 7 days per week, 24 hours per day is required.
2. At times may have to work long days or weeks. Must be able to travel and stay overnight occasionally for training.
3. Must be able to lift up to 50 lbs. occasionally and up to 25 lbs. frequently and carry up to 10 lbs. constantly for a long duration.
4. Must be able to push and pull using arms and legs up to 50 lbs. Must be able to walk at least a mile over uneven terrain and stand for at least an hour at a time.
5. Must be able to climb ladders, stairs, and ramps using arms and legs. Body agility is important.
6. Must be able to maintain body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery, or uneven surfaces. Must be able to bend body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.
7. Must be able to reach in any direction extending arms and hands. Must be able to seize, hold, grasp, and turn objects and work with hands. Must be able to pick, pinch or otherwise work with fingers.
8. Must have near and far vision and three-dimensional vision. Must have the ability to judge distances and spatial relationships. Must be able to identify and distinguish colors. Must be able to hear.
9. Must be able to use hand tools and other equipment to complete work.
10. Exposure to varying temperature conditions including cold below 32 degrees and heat above 100 degrees.
11. Minimal exposure to dust and dirt.
12. Safety equipment required.
13. Requires analyzing data and reports, conducting research, coordinating people and resources, directing and supervising people and evaluating performance.