



## Job Description

**POSITION TITLE:** Operations Manager – Electric/Gas/Telecom

**EXEMPTION STATUS:** EXEMPT

**JOB LEVEL:** Senior Level Management

**SUPERVISED BY:** GENERAL MANAGER|CEO

### **GENERAL POSITION SUMMARY:**

The Operations Manager is responsible for performing executive level administrative, supervisory and technical work in directing the activities of electric, gas, and telecom departments. Telecommunication products will include Internet, transport data, web hosting, dark fiber, and/or telephone services. The Operations Manager is also expected to work closely with the General Manager|CEO in regard to system planning activities.

### ***POSITION RELATIONSHIPS***

**SUPERVISES:** This position has direct supervision over the Electric, Telecom, and Gas Departments.

### **GENERAL DUTIES AND RESPONSIBILITIES:**

- To support the vision, mission and guiding principles of the Utility Commission.
- While performing any procedure, all personnel must observe applicable Safety, Health, and Environmental rules and guidelines.
- Attend and participate in training opportunities and seminars relevant to this position.
- Adheres to appropriate Utility Commission operating procedures, benefit rules, employment, and safety policies/practices.
- To ensure that the electric, gas and telecom departments are operating at a level that meets or exceeds State and Federal standards.

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Manages the general operation of the electric, gas, and telecom departments.
- Hires, trains, supervises, counsels, and evaluates staff.
- Develops and implements operating policies and procedures as well as short- and long-range plans for the electric, telecom, and gas departments.
- Develop telecommunication account strategies, territory planning and administrative responsibilities to ensure a high level of customer satisfaction is maintained
- Develops the operating and capital budgets for the electric, telecom, and gas; oversees the monitoring of expenditures under the current budgets.

- Responsible for assisting in the installation, maintenance and operation of the supervisory control and data acquisition (SCADA) for proper system operation and load management.
- Reviews the operation of each department's functions to ensure compliance with procedures and to assess efficiency and effectiveness.
- Coordinates with other utilities as required on the location of buried facilities within job sites. This includes utilities such as telephone, water lines, sewer lines, gas lines, cable TV, internet, and customer owned facilities.
- Meets and confers with gas supervisor relative to operating needs and problems and to monitor and project gas system capacity requirements and determines if interruptions or curtailments to customers are necessary.
- Must have a phone and be available for "on call" duty, special trouble calls and overtime as necessary.
- Develop and motivate employees to accomplish departmental objectives. Ensure employees accomplish system goals, which includes maintaining compliance with all applicable state and federal regulations.
- Keep abreast of regulatory, rate design, service levels, commodity pricing, pipeline capacity pricing, and competitive service pricing options within the industry.
- Key representative of Utility Commission with governmental agencies, including the Department of Transportation, Office of Pipeline Safety, GMA Gas Section, etc.
- Interface with Municipal Gas Authority of Georgia in facilitating the effective application of their Member Services.
- Serves as liaison with consulting engineers and citizen groups on related projects.
- Resolves serious or complex customer complaints or inquiries.
- Assists in the field as necessary.

### ***ADDITIONAL DUTIES AND RESPONSIBILITIES***

Position performs any other duties as assigned.

### **JOB SCOPE**

Job has recurring work situations involving a high degree of discretion. The need for accuracy and effective utilization of accepted programs and routines is high. Errors in judgment will waste resources and adversely impact performance. Incumbent operates independently but work is verified. Content of work priorities are determined by supervision. The purpose of this position is to direct the overall operations of the electric, telecom, and gas departments. Successful performance helps ensure the effective and efficient provision of utility and public works services and affects the image of the Utility Commission.

### ***COMMUNICATIONS/CUSTOMER CONTACT***

Contacts are typically with other Utility Commission employees and the General Public. Contacts are typically made to exchange information, provide services, and resolve problems.

### ***COMPETENCIES/SPECIFIC EXPERIENCE OR TRAINING PREFERRED:***

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Guidelines include city codes and personnel management regulations, and the Southern Building Code. These guidelines require judgment, selection and interpretation in application.

Complexity: This position consists of a variety of tasks in planning, supervision and management. The need to project long-range revenues and expenses contributes to the complexity of the work.

### ***EDUCATION AND EXPERIENCE***

- Bachelor's degree preferred in addition to 5 years' management experience in Public Power, Public Works, Community Development, Project Management or Public Administration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. A valid Georgia driver's license is required.
- Possess demonstrable supervisory/management skills and be a team player.
- Skill in the operation of computer equipment, telemetry equipment, telephone/paging equipment, 2-way radios and other electronic equipment related to operating a natural gas distribution system.
- Self-motivated and possess the ability to interface with customers and internal personnel using good verbal and written communication skills. The individual will have ability to effectively plan analyze and coordinated the operations of an electrical and gas distribution system.
- The individual will have thorough knowledge of the principles and practices of natural gas distribution; knowledge of natural gas operations analysis; thorough knowledge of U.S. Department of Transportation Pipeline Safety Regulations, Parts 190 through 192, Federal Safety Standards for natural gas pipelines, and Georgia State Regulations; knowledge of State and local building and mechanical codes.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Have an acceptable Motor Vehicle Record.
- Be able to take and pass a Drug and Alcohol Screening.

***KNOWLEDGE, SKILLS AND ABILITIES***

- Knowledge of relevant federal, state and local codes and regulations.
- Knowledge of accounting and budgeting principles and procedures.
- Knowledge of the materials, equipment, procedures and methods used in public works/utilities construction and maintenance activities.
- Knowledge of the occupational hazards and safety precautions necessary to the operation of heavy trucks and equipment.
- Knowledge of geography and streets of the commission service area.
- Knowledge of planning and development procedures
- Ability to organize and supervise the work of others.
- Ability to understand, interpret and carry out oral and written instructions.
- Ability to give clear verbal instructions to utility commission employees.
- Ability to understand and interpret simple diagrams and drawings of assigned projects.
- Ability to maintain records of daily work assignments and projects.
- Ability to establish and maintain effective working relationships with employees, other city staff and the general public.

**JOB CONDITIONS**

- The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job:

- The work may involve high risks situations or unusual environmental stress, such as working with high-voltage electrical equipment, natural gas, extreme outdoor weather conditions, and emergency situations at all hours of the day, and any day.
- The employee must occasionally lift light or heavy objects, climb ladders, use tools or equipment requiring a high degree of dexterity and be able to distinguish between shades of color.
- Employee may be subject to callouts at all times to perform emergency work and is encouraged to establish permanent residence within the service area.
- The work is typically performed in an office and outdoors while inspecting departmental work or building construction.
- The employee is exposed to noise, dust, and dirt, and grease, machinery with moving parts, irritating chemicals, and occasional inclement weather.
- The work may require the use of PPE.

If interested, please send resume by one of the methods below:

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500 Anthoine St  
Fort Valley GA 31030  
478-825-7704  
Open until filled

*EOE/Drug Free/Smoke Free Environment*