

Position Title: Operations Manager	Dept: E&O	Reports to: General Manager
Date Adopted: 3/9/2019	FLSA Status: Salary/Exempt	Page 1 of 2

SUMMARY: Provide oversight and leadership to all distribution operations personnel. Plans and schedules all construction and maintenance work. Leads by example to promote safety and open communication.

MINIMUM REQUIREMENTS:

- Must have a minimum of eight years' electric utility experience in progressively related positions. Preferably, the experience will be in a related operational or engineering area with firsthand experience in designing and constructing electric utility systems, preferably using RUS specifications.
- A College degree is desirable with courses in electricity, personnel administration, human relations, management and data processing.
- Able to work 40 hours per week with additional hours as required.
- Must have a current Idaho driver's license or be able to obtain one within 60 days and be insurable. A CDL is preferred.
- Effective written and verbal communications skills, to include handling difficult situations; be able to work in a team setting and one-on-one; good customer service skills; demonstrated ability to work effectively with a team; demonstrated people management and leadership skills; proficient in the use of personal computers.
- Able to travel occasionally out-of-area and overnight.
- Physical requirements:
 - 1) Must be able to go from sitting to standing constantly throughout the day and use a computer, telephone, etc.
 - 2) Must be able to walk and/or stand for up to 10 hours a day over all types of terrain and in all types of weather conditions; must be able to lift and/or carry up to 50 pounds.
 - 3) Must be able to drive a vehicle for up to 10 hrs/day, on occasional trips, and travel by air, when required.

DUTIES & ACCOUNTABILITIES

Essential Functions

1. Provide oversight and direction to the operations area of the Co-op achieving established standards and goals. This includes, but is not limited to the following:
 - a. Supervises and is responsible for the activities of the operations crew and any other personnel which may, from time to time be assigned to him/her assuring accordance with accepted safety rules, regulations, and practices pertinent to the trade.
 - b. Responsible for right-of-way and pole maintenance programs, to include the oversight of all applicable contracts and contract crews.
 - c. Work with consulting engineers (as needed) to analyze loading on the distribution system as needed. Use results for planning purposes to develop future load projections, construction work plans and identify system deficiencies.
 - d. Responsible for the coordination of the Cooperative's safety program, mapping and AMR systems.
 - e. Develop and maintain a staffing plan that incorporates sufficient experience levels of all team members.

- f. Responsible for the economical planning, scheduling and assignment of construction and maintenance work that maximizes efficiency and includes the proper use and installation of materials according to RUS guidelines.
- 2. Work effectively with operations personnel, monitors warehouse stock to ensure availability of materials and appropriate standards for materials are applied. This include records' management, and PCB regulatory requirements.
- 3. Prepare and recommend the annual operations department budget and work plan.
- 4. Provide effective management of those employees of direct report; results should include: a high level of productivity, loyalty, professionalism, teamwork, compliance with applicable policies, procedures and regulations, individual development, and the successful completion of all assigned responsibilities.
 - a. Provide ongoing feedback to employees of direct report regarding his/her performance; reinforce the performance which should be retained and give direction for the performance which should be changed/corrected. Prepare and conduct performance reviews, to include progression and merit increase consideration. Implement disciplinary action when necessary following REC policies.
 - b. Provide training and resources for employees of direct report ensuring each is trained thoroughly and is given every opportunity to be successful in his/her position.
- 5. Provide, as accurate as possible, assistance to requesting customers with technical problems, including complaints regarding power quality. Refers customers to an outside source when appropriate (i.e. electricians, state electrical inspectors, etc.)
- 6. Work effectively with the other department heads to achieve the goals of the Cooperative. Provide operations reports to Board of Directors at monthly board meetings.
- 7. Respond positively to direction given from the General Manager; accept his/her priorities and meet his/her deadlines; maintain ongoing communication regarding significant actions and situations of concern, etc., to the organization.
- 8. Keeps informed and up-to-date on technical advancements relative to his/her division in the utility industry, trends, issues, and regulations.
- 9. Professionally represents the Cooperative at assigned committees and meetings.
- 10. When traveling throughout REC territory, is aware of the condition of the distribution system. When a problem or hazard is noticed, accurately complete a service order and/or communicate with the appropriate REC department.
- 11. Performs other duties as requested by management applying the same skill and enthusiasm as with regularly assigned responsibilities.

SUPERVISION: The Operations Manager will be under the direct supervision of the General Manager. The nature of this position is such that he/she will be working primarily without direct supervision, and therefore is expected to exercise knowledge and good judgment at all times.

Signatures affixed below confirm that this job description has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.	
_____	_____
Employee	Date
_____	_____
General Manager	Date