



OPERATIONS MANAGER

Annual Salary Range: \$120,046-\$149,128

Summary

Under the direction of the General Manager, the Operations Manager plans, directs and coordinates the activities of the Electric, Propane, Water, Wastewater, Snow Removal, Park and Employee Housing Departments, while overseeing the quality of output. The Operations Manager will coordinate closely with the Administrative Manager to ensure Operations activities are aligned with Administrative needs.

Essential Duties and Responsibilities

- Ensure that District safety, policy and regulatory standards are met at all times and maintain zero preventable accidents.
- Prepare and delivery weekly safety meeting materials to Operations supervisors.
- Coordinate and monitor seasonal and day-to-day activities of all Operations departments.
- Prepare weekly work schedules and assign specific duties. Compile quarterly vacation calendars for all Operations departments and identify any schedule conflicts. Resolve schedule conflicts with Operations supervisors.
- Review and approve bi-weekly timesheets for all Operations departments.
- Select, train, motivate and evaluate personnel; maintain organizational integrity and standards necessary for the efficient and professional operation of the District.
- Improve and implement departmental policies, goals, objectives and procedures.
- Foster an environment of teamwork to ensure that all services are delivered and meet the District's goals. Ensure that communication between departments is ongoing and utilized to maintain an environment of continuous improvement.
- Maintain monthly performance reporting for all departments. Ensure key performance indicators are in place and production/losses targets are met.
- Maintain compliance with all applicable regulatory requirements.
- File Worker's Comp claims; respond to report of injury; prepare and submit forms in accordance with required timelines.
- File property damage/insurance claims; respond to report of damage to KMPUD or customer property and file claims as needed.
- Maintain list of required certifications and optional, but desirable, certifications. Ensure that all required certifications are held by at least two staff members. This may require that the Operations Manager gets/maintains certification.
- Oversee District On-Call Training program, including new-hire training, annual re-certification and documentation of training.
- Assist with budget and capital expense planning for staffing, equipment, materials, and supplies for all Operations departments. Review approved budgets monthly and ensure all Operations departments are aligned with budget. Identify unbudgeted expenses and report promptly to the Administrative Manager and General Manager.

- Assist with preparing Request for Proposals. Review proposals and prepare recommendations for approval. Manage contractor project schedules. Review and approve contractor billing.
- Evaluate connection requests and review plans to ensure compliance with District Standards. Oversee all aspects of development projects, once approved, including site inspections, conformance to District standards, coordination with county building officials and other entities as needed, scheduling of District staff, meter installation and project documentation.
- Represent the District regarding services provided and interpretation and definition of District rules, regulations, and procedures to the public as well as local, state, and federal entities.
- Prepare verbal and written reports for Committee and Board meetings, as assigned.
- Provide technical support and general labor where necessary. Perform field activities not limited to medium-voltage hot work, meter installation, leak detection, snow removal, and meter reading.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities. Be available to work on-call assignments per the on-call policy. Be available to respond to emergency situations at any time of the day or weather conditions.
- Perform all other duties as assigned.

Qualification Requirements

Knowledge of:

- All District Operations.
- Use of a PC, particularly in design and use of spreadsheets.
- The skills and abilities needed to coach and develop others to help reach company goals.
- Communication, engagement, and diplomacy skills.

Ability to:

- Identify complex problems and review related information to develop and evaluate options and implement solutions.
- Exercise independent judgment and initiate action without close supervision.
- Perform mathematical computations quickly and accurately. Communicate effectively both verbally and in writing.
- Create effective working relationships with employees, the public and other outside agencies.
- Independently manage multiple projects and priorities.
- Be adaptable and able to perform under stress.
- Self-start with a self-motivating attitude.
- Operate a District vehicle.
- Work all shifts, weekends, and holidays, based on the District's needs.
- Pass a pre-employment physical.

Education and Experience

Education: Bachelor's degree from an accredited College or University with major coursework in Business Administration, Engineering or Project Management.

Experience: Six (6) years' experience in a management or supervisory capacity in a public agency.

Or any combination equivalent to experience and education that could likely provide the desired knowledge and abilities.

Certificates, Licenses, Registrations

Must have a valid Class C or higher driver's license, and a clean DMV report.

Physical Demands

- Frequently moving, walking, stooping kneeling, crouching or crawling.
- Occasionally ascends and descends a ladder to perform work.
- Constantly required to communicate with ability to talk and hear.
- Regularly remove snow by shoveling or raking.
- Sufficient finger/hand coordination and dexterity to operate office equipment
- Regularly uses a telephone and e-mail for communication.
- Sits for extended time periods.

Work Environment

- Works near moving mechanical parts and vibration.
- Occasionally works in extreme weather conditions.
- Regularly works in an environment with exposure to dust and dirt.
- Occasionally works irregular or extended work hours.
- 20% work time spent outside a building and exposed to the sun.
- More than 10% of the work time getting all or part of the body and/or clothing wet.
- The noise level in the work environment is usually moderate.
- Occasional work on unusually slippery surfaces.
- Some parts of the body may encounter oil or grease occasionally.
- 50% to 80% work time spend inside a building with inside environmental conditions, inside lighting, temperature and noise of an open floor plan office environment.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required.

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