

# OPERATIONS MANAGER

*Dakota Valley Electric Cooperative*

*Milnor, ND*

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## Job Summary

This position is responsible for management of the Operations Department including all electrical distribution operations, construction and maintenance functions of the Cooperative's electric system, warehouse logistics and workplan execution. This position performs additional tasks to ensure a safe, reliable and efficient distribution system. Additional responsibilities include the management of the Cooperative's fleet and facilities. This position is responsible for achieving financial, reliability, Member satisfaction and safety objectives. This position description is not intended to be an all-inclusive list of job responsibilities and requirements.

## Responsibilities

Within the limits of approved board policies, operating guides and procedures, approved work plans and budgets, and specific delegation from the General Manager, the Operations Manager assumes responsibility for the following activities:

### *Supervisory*

- Maintain responsibility and authority in directing the activities of all assigned personnel.
- Train, develop, and guide department personnel.
- Ensure appropriate paperwork, records and reports such as staking sheets and material sheets are completed accurately and in a timely manner.
- Recommend the hiring, transfer, promotion, termination or disciplinary action of line personnel in cooperation with Human Resources and General Manager, to assure effective and efficient utilization of available resources.
- Complete performance reviews for direct reports. Meet periodically with direct reports to discuss their performance.
- Ensure all construction, maintenance, and operations projects are built within the specifications of system standards, RUS requirements, and the National Electric Safety Code.
- Understand, adhere to, and assist in the established procedure for grievances and performance issues with unionized employees per the union contract.
- Must possess high level written and oral communication skills to interact with the DVEC Board, Members, employees, business associates, and especially the management team.
- Possess high moral integrity, positive disposition, tact, and be able to retain confidential information. Must be able to function cooperatively with peers as a team to meet DVEC goals.
- Must be willing to work irregular hours, especially during adverse weather conditions and system outages.

### *Operations*

- Secure and schedule personnel, equipment and materials to accomplish work in a timely manner.
- Effectively use contractors to supplement workforce to complete work on schedule and within budget.
- Monitor progress and costs for construction and system improvement projects to ensure that line crews are operating as efficiently as possible and within budget.
- Ensure that procedures and practices are in place to provide materials when they are required.

- See that all trouble calls receive prompt action; direct personnel and equipment and coordinate work activities during system outages and/or abnormalities.
- Leadership of emergency and storm restoration efforts including resource planning, work assignments, and overall restoration strategy while closely coordinating with the Engineering Manager.
- Manage contractors to verify they are completing work efficiently and following the cooperative safety and construction guidelines.
- Develop transportation fleet purchasing recommendations and budgets. Evaluate and procure necessary equipment and materials for all construction, maintenance, and operations projects.
- Coordinate the maintenance and preventative maintenance of vehicles and work equipment so that the fleet is operated safely and economically.
- Manage necessary tools, equipment and material inventory to ensure they are properly maintained.
- Maintain a working knowledge of all substation switching operations, system apparatuses and devices.
- Communicate with power suppliers and associated utilities concerning load transfer, planned and unplanned outages, and work conditions.
- Maintain a current knowledge and understanding of RUS, NESC, Cooperative Safety Manual and other applicable standards and regulations to ensure that the Cooperative's distribution facilities are constructed and operated in a safe and efficient manner, consistent with these standards.
- Recommend improvements that can be made in operations, policies and procedures, or safety.
- Maintain necessary records of pole inspection, line patrol, and maintenance programs.
- Periodically review the results of the maintenance programs and recommend improvements where necessary.
- Review and analyze service interruption (outage) reports and voltage discrepancies for planning of system maintenance.
- Assist in the management and operation of the OMS (Outage Management System).
- Act as a spokesman for the Cooperative when and where necessary.

### ***Safety***

- Manage the Cooperative's safety program and ensure safety is held to the highest priority.
- Ensure employees are trained in and familiar with the safety related work practices, safety procedures and other safety requirements in the cooperative's safety manual.
- Develop and encourage good safe working habits and conditions for all Cooperative employees.
- Inspect work activities at job sites for efficiency, safety and compliance with regulations.
- Oversee programs for the periodic testing of rubber gloves, shields, blankets, and other safety equipment to ensure safety standards are maintained.
- Investigate accidents, determine cause and take corrective action to eliminate future occurrences.
- Ensure office, shop, and warehouse spaces and all equipment to be maintained in a safe, clean and orderly manner.

### ***Culture***

- Communicate and interpret the Cooperative's strategic goals and policies to establish direction and understanding for the Operations employees.
- See that work for department is planned and executed to ensure the highest possible Member satisfaction.

- Administer employee development consistent with applicable policies, procedures and practices to assure the maintenance of a highly competent, motivated and effective work force.
- Encourage and maintain a high standard of morale and cooperation among employees. Provide advice and coaching as required.
- Demonstrate a positive work ethic and set an example for other employees to follow in teamwork, service excellence, and job safety.
- Achieve financial objectives by driving efficiency, consistent work practices, innovative work processes and positive human performance.
- Coordinate and cooperate with other departments.
- Encourage thorough utilization of the Cooperatives software tools.

## Reporting Relationships

- Reports to: General Manager
- Supervises/Directs Work: Line crews, Warehouseman, Dispatch, Fleet Technician

## Physical Demands

- Work performed is primarily indoors with the requirement of some outdoor work. Indoors work is typically performed in the office sitting at a desk or table. Work performed outdoors may include exposure to vehicular traffic and poor working conditions.
- Work requiring exertion of up to 50 pounds of force occasionally and/or up to 20 pounds of force more frequently. Lifting and carrying of 10 to 50 pounds occasionally.
- Includes exposure to mechanical hazards and operating machinery.

## Qualification Requirements

The applicant must meet the minimum requirements listed below to be considered.

### **Education and Experience:**

- Minimum 7 years of industry related in electric utility operations and/or engineering work required.
- Higher education degree and supervisory experience is preferred. Closely related job experience may be substituted for the educational requirements.
- Experience in leading teams and projects is required.

### **Skills and Abilities:**

- Valid driver's license
- Strong technical expertise
- Self-motivated and able to organize multiple tasks and work under pressure
- Advanced computer and technical skills including Microsoft office and NISC iVUE
- Excellent verbal and written communication skills
- Excellent human relations and management of projects and people
- Working knowledge of RUS specifications and the NESC preferred