



CLASSIFICATION TITLE: Power Operations Manager	JOB NUMBER: 7221	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Energy Services Director	PAY GRADE: 28	FLSA STATUS: Exempt "At-Will"

GENERAL SUMMARY

Performs difficult professional work planning, organizing and directing the Power Operations field divisions of the Energy Services Department, and related work as apparent or assigned. Work is performed under the general direction of the Energy Services Director (supervisor). Divisional supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Develop and administer an electric utility system safety plan for power operations personnel, collaborating with adjacent electric utilities to ensure a safe operating environment for City personnel and citizens.
- Collaborate with the Chief Electrical Engineer on the development and implementation of the electric utility components of the City's Capital Improvement Program Manager and evaluate the performance of assigned staff; interview and select employees and recommend merit increases, transfers, reassignment, termination, and disciplinary actions; plan, coordinate and arrange for strategic training of direct subordinates and other department personnel reporting at various times through a matrix personnel model.
- Assist with preparation of the division budget; controls and monitors expenses within budget; ensures fiscal responsibility and cost consciousness; coordinates

the operational activities of the Energy Services field divisions; oversees the construction and maintenance of outside electrical facilities owned and operated by the City; coordinates and arranges for appropriate employee training; serves as a management team member of the IBEW Apprenticeship Committee.

- Coordinate with Bonneville Power Administration (BPA) representatives and other agency officials regarding the operations activities between the City's electric utility distribution power grid and the high voltage federal power transmission system grid.
- Represent the City as an electric utility subject matter expert in various public meetings; oversee the operations and field aspects of contract labor/ management relations including providing core input for the successful negotiations and administration of personnel labor contracts.
- Using complex data analysis techniques, prepare and deliver concise and informative written and verbal reports to a variety of audiences including but not limited to electric utility customers, departmental/ City personnel, City Boards/ Commissions/ Committees, City Manager, City Council, outside agency representatives, etc.
- Provide input and assist with the development of the RES Annual Work Plan and complete all respective activities in conformance with that plan; develop and complete objectives to meet the City's Strategic Leadership Plan; prepare division performance goals and objectives; organize and direct the use of respective vehicles and rolling stock equipment in conformance with the City's Strategic Fleet Operations Plan.
- Administers construction contracts for outside services pertaining to construction maintenance and operation of the electric distribution system and associated infrastructure; monitors and inspects contractor's daily activities, monitors contract expenses, prepares and maintains records and reports; coordinates and oversees construction and ensures accurate as-built records are produced.
- Coordinates with the Energy Services Project Manager, architects, engineers, and contractors to plan project development and determine construction progress; prepares a variety of reports and records related to assigned activities; ; coordinates with Chief Electrical Engineer or designee regarding application of electric utility engineering design standards; recommends field engineering revisions to engineering design standards.
- Responds to major power outages, planned or unscheduled, to assist crews and dispatchers restore service in a timely and safe manner.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Advanced electrical utility operations and field and practices.
- Electric utility regulations, policies and best management practices.
- Contract administration.
- Project controls, scheduling, project management, cost control and reporting.
- Risk management fundamentals.
- Operational practices, standards and regulatory / code requirements associated with transmission, distribution, and other electrical systems.
- Materials, methods, equipment, and tools used in the construction, operations, and maintenance of electrical systems.
- Applicable safety regulations and industry standard practices related to safe operations of electrical systems.
- Federal Energy Regulatory Commission (FERC) accounting principles.
- Budget preparation / administration principles.
- Applicable computer hardware and application software.
- Personnel labor / management principles and practices.
- Public speaking techniques.
- Report writing techniques.
- Laws, rules and regulations related to assigned activities.
- Interpersonal skills using tact, patience and courtesy.
- Principles and best practices of personnel management and supervision.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.

Skills and ability to:

- Identify, categorize, and prioritize workload to effectively oversee all department field operations in accordance with established laws, rules, and regulations.
- Direct and supervise a diverse group of operations and field personnel.
- Evaluate complex field operational issues and develop strategies including but not limited to application of best industry practices for effective disposition.
- Develop and support high level subject matter experts.
- Collaborate with labor unions to achieve the business interests of the City.
- Work effectively in a matrix performance model.
- Train, supervise and evaluate assigned personnel.
- Evaluate utility operational performance.
- Maintain current knowledge of technological advances related to electric utility maintenance and operations.
- Analyze situations accurately and adopt an effective course of action.

- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Operate a variety of modern office equipment and personal computers in a windows computing environment using standard or customized software application programs appropriate to areas of responsibility.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide excellent customer service.
- Compile and verify data and prepare reports.
- Interpret, apply and explain rules, regulations, policies and procedures.

SPECIAL REQUIREMENTS

- Valid driver's license

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in engineering, business, or related field and five (5) years of experience in utility operations and electrical distribution or transmission systems, including three (3) years in a supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- **Foster Teamwork:** Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- **Prioritize Work and Commitments:** Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- **Drive for Team Results:** Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others to drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT



The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please see chart below for further definition.

This work requires regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 50 pounds of force; work frequently requires standing, walking, sitting, speaking or hearing and using hands to finger, handle or feel; regularly requires stooping, kneeling, crouching or crawling, reaching with hands and arms, and repetitive motions; and occasionally requires pushing or pulling, lifting and using sense of taste or smell; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and detailed or loud talking to convey important spoken instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has occasional exposure to environmental conditions including working near moving mechanical parts, outdoor weather conditions, risk of electrical shock and blood borne pathogens; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date