Title: Director of Operations
Grade: 18
Position Code(s): 013-001
Department: Operations – Department 13
Status: Full Time
Exemption Status: Exempt (salaried)
Reports To: Chief Executive Officer
Supervisory Responsibilities: Full Supervision
Work Location: Cooperative Headquarters – Licking
Effective Date: July 5, 2017
Replaces (Effective Date): March 7, 2011

General Summary: Under the direction of the Chief Executive Officer (CEO), the Director of Operations is responsible for managing the construction, maintenance, and upgrading of the electrical distribution system. The position is responsible for developing, auditing, and evaluating all operations management programs, policies, methods, and procedures utilized by the department in order to safely provide reliable electric service to cooperative members. Key to the job is the supervision and direction of department employees and activities. The Director of Operations will provide effective leadership of a well-organized team of well trained personnel, develop team enthusiasm, and promote exceptional performance. Further, it will be the responsibility of the Director of Operations to encourage all employees to reflect to the membership that IECA is a soundly managed organization that makes a worthy contribution to the community.

Essential Job Functions: The following job functions are typical for this classification. Incumbents may not routinely perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. As a member of the management team, assists the CEO in evaluating, formulating, and implementing programs, policies and methods to promote and facilitate the effective and efficient operation of the cooperative toward achieving its mission and goals.
2. Develops and recommends to the CEO an annual work plan and operating budget, including capital needs of the Operation Department, monitors departmental activities in relation to the approved budget.

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budget, current and long range planning development and Cooperative policies, and assures that all construction projects are carried out in conformance with Rural Utilities Services (RUS) specifications.

3. Responsible for managing Cooperative resources and procedures related to the restoration of power when outages occur.

4. Oversees and evaluates any contractors involved in line construction and maintenance, tree trimming, right-of-way clearing, substation lot maintenance, and other field support activities to ensure quality, schedule and cost expectations are met. This responsibility includes the oversight of the bid process and assignment of contracts when appropriate.

5. Establishes effective internal control procedures; reviews all Operations office and field procedures periodically and revises for greater efficiency.

6. Works with the Engineering Department to plan and execute a preventive maintenance program to ensure that the entire system and its components are inspected and evaluated on a systematic basis, reducing outages and expense.

7. Appraises personnel performance and offers counseling and guidance to employees in order to encourage their growth and development. May provide additional guidance, training, as well as leadership opportunities to enhance the job skills of employees interested in advancing their career.

8. In coordination with Human Resources Department, responsible for the selection, assignment, training, development, review and performance management of assigned direct report personnel; and for managing the Operations Department in keeping with state and federal law and the Cooperative’s policies and guidelines.

9. Provides a wide range of personnel services, including but not limited to: employment processing, training coordination, disciplinary actions, approval of paid-time off (PTO), and recommending wage structure modifications. Reviews job descriptions on a regular basis in order to ensure that duties, responsibilities and job specifications stay current. Makes certain that employees understand and accept the responsibilities, duties, and authorities described in their job descriptions.

10. Directs and supervises Operations personnel in such a manner as to promote a safe working environment. Promotes safe working practices and enforces all of the Cooperative’s written safety rules. Serves as the management representative to the Cooperative’s safety committee. Takes disciplinary action when necessary in accordance with established guidelines and/or rules.

11. Studies construction and maintenance reports, analyzing operational costs and inspects work in progress and completed work, ensuring that work practices are being met.

12. Consults with district superintendents and others on their work schedules, activities, and equipment and material needs.

13. Maintains current records of new construction, maintenance and Annual Work Plan progress and prepares accurate and timely monthly and year-end reports of total activities.

14. Determines work schedules, information flow and job assignments and delegates responsibilities, recognizing the Director of Operations and Maintenance retains overall responsibility and accountability.

15. Consults with departmental personnel to advise and develop new work practices, within the scope of the policies provided by the IECA Board of Directors, relating to the conditions of service and other activities.

16. Stays abreast of industry trends related to products, material, equipment, and best practices.

17. Works with members to resolve complaints and respond to inquiries about electric service, Cooperative policy, and/or personnel conduct, as appropriate, to maintain strong member relations and employee morale.

18. Works with other department personnel to coordinate the construction, maintenance and proper recording of the Cooperative’s fiber optic communication network.
19. Participates in planning the member’s annual meeting and other member meetings. Evaluates effectiveness of such meetings to determine where improvements can be made.
20. Performs other related duties as assigned.

**Job Requirements:**

**Education and Experience:**
1. Requires a high school diploma or equivalent, and an associate degree in a related field. Four years of experience can be substituted for the education requirement.
2. Fifteen years of responsible experience in distribution and facilities including all phases of construction, maintenance and system operation.
3. A minimum of five years of experience in supervision of construction and maintenance personnel, and at least five years of experience as a lineman performing line construction or maintenance work.
4. Requires knowledge and utilization of Microsoft Office software, spreadsheets, mobile devices and familiarly using GIS software, database tables and associated applications.
5. Requires a thorough knowledge of the construction, operation, and maintenance of distribution and transmission lines, and substations. A thorough knowledge of the Rural Utilities Services (RUS) Materials Specifications Construction, National Electrical Safety Code, OSHA regulations, first-aid/CPR and pole top rescue, hand tools, line construction vehicles and equipment, and aerial bucket trucks.
6. Requires successful completion of a pre-employment drug screening.
7. Requires successful completion of a pre-employment physical examination.
8. Requires successful completion of a pre-employment background check.

**Certificates, Licenses, Registrations:**
1. Must have a valid Class A CDL driver’s license.
2. Must have completed an approved electrical lineman apprentice program and is qualified as a journeyman lineman.

**Preferred:**
1. Associate degree in a related field is preferred.
2. Completion of NRECA Management Internship Program (MIP) is preferred.

**Skills, Knowledge and Abilities:**
1. Demonstrates ability to work with a wide variety of employees, members, and public organizations.
2. Demonstrates the ability to train, motivate, and evaluate subordinates, to communicate with people at all organizational levels, and to work in a positive manner with the public.
3. Demonstrates skill in areas of planning, controlling, and scheduling functions between engineering, construction, maintenance, purchasing, accounting, human resources, and safety areas.
4. Demonstrates skill in determining staffing material and equipment needs.
5. Demonstrates strong oral and written communications skills, an ability to deal effectively with people, extensive problem solving capability, and good mediation, negotiation, and interpersonal skills.
6. Demonstrates ability to accomplish a variety of projects simultaneously within established deadlines.
7. Demonstrates ability to project a favorable image for the cooperative.

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8. Demonstrates ability to read, understand and apply the information on the cooperatives system maps, Rural Utilities Services (RUS) specifications, and assembly and material specifications.

Physical Demands:
1. Ability to lift/carry 10-25 pounds frequently (34%-100% of the time).
2. Ability to lift/carry up to 10 pounds constantly (34%-66% of the time).
3. Ability to push 25 pounds occasionally.
4. Sufficient physical ability to perform light to moderate lifting; reaching, bending, stooping, kneeling, and crawling; walking, standing and climbing on uneven ground.
5. Ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents to operate equipment, and to perform other duties as assigned.
6. Ability to hear in the normal audio range with or without correction.

Work Environment:
1. While performing the duties of this job, the employee will be exposed to outside weather conditions; extreme cold; extreme heat; and the risk of electrical shock. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals. The noise level in the work environment is usually light.
2. Job will require overnight travel for training or meetings.