

Job Title: Director of Electric Services and Compliance

Job Status: Full-Time

Department: Electric Operations

Job Grade: 612

Reports To: Chief Operations Officer

Work Setting: On-Site

Pay Status: Exempt

Date Created/Updated: 1/14/2025

Location: Service Center

Position Summary

The Director of Electric Services and Compliance is primarily responsible for envisioning, proactively communicating, professionally implementing and improving continuously the strategic direction for the internal operational activities of the Electric Services in accordance with policies, goals, and objectives set forth in NBU's Strategic Plan. This position will report directly to the Chief Operations Officer and will also be responsible for the direction of the Electric Operations Manager, and Substation Manager.

Essential Duties & Responsibilities

- **Leadership & Team Development:** Lead, mentor, and empower a diverse team of utility professionals inspired to achieve common objectives. Foster a culture of inclusivity, collaboration, and continuous improvement, ensuring all employees feel valued, supported, and motivated. Facilitate clear communication and collaboration among team members.
- **Community Engagement:** Build and maintain strong relationships with community members, local organizations, and governmental agencies. Actively engage with residents to understand their needs and concerns regarding utility services, promoting transparency and open communication.
- **Strategic Planning:** Develop and implement strategic plans that align utility operations with community goals and sustainability initiatives. Ensure that the team is focused on long-term objectives while being responsive to immediate needs. Develop and implement strategies to enhance team cohesion and productivity.
- **Operational Oversight:** Oversee the day-to-day operations of utility services, ensuring compliance with all regulatory requirements, safety standards, and best practices. Promote innovative solutions to improve service delivery and operational efficiency. Identify and address any roadblocks to ensure smooth project execution.
- **Budget Management:** Develop and manage the utility budget, ensuring responsible allocation of resources while prioritizing community needs and staff development. Monitor and align team activities with business goals and objectives.
- **Training & Development:** Identify training needs and opportunities for team members to enhance their skills and knowledge, ensuring they are equipped to meet current and future challenges in the utility sector. Provide regular feedback and support to team members to promote professional growth. Foster a positive work culture that encourages innovation and continuous improvement.
- **Crisis Management:** Lead the team during emergencies or service disruptions, ensuring effective communication with the public and timely resolution of issues.
- **Sustainability Initiatives:** Champion sustainability efforts within utility operations, promoting practices that reduce environmental impact and enhance community resilience.

Strategic Focus:

- Assist the COO by developing and recommending a strategic vision, strategic planning objectives, and communicating and implementing NBU's strategic initiatives for the internal operational activities of the Electric Operations and Substation Departments in accordance with policies, goals, and objectives in NBU's Strategic Plan.
- Responsible for providing input and updating related Master Plans, strategic direction recommendations and technical expertise for the planning of NBU's electric systems.
- Provide leadership in delivering electric services to customers, providing input and developing Master Plans, building consensus and cooperation among departments with regard to NBU's DER programs, continuing infrastructure upgrades throughout the community and building community partnerships.
- Maintain knowledge of and responsibility for understanding and interpreting state and federal regulatory matters regarding public power distribution, including ensuring compliance by staff. Represent NBU in legislative discussions both locally and within the electric industry.
- Ensure that NBU's Core Values of Safety, Team, Integrity, Culture and Stewardship are cultivated within Electric Services as well as throughout the company.
- Possess an innovative, analytical and engaging leadership approach to influence, develop and lead diverse teams in the initiatives of NBU's Strategic Plan.
- Maintain focus of creating, communicating and driving strategies to improve effectiveness of department operations and achieve excellence in service.
- Oversee management of capital projects and daily operations to ensure departments remain within budget to support fiscal responsibility goals of NBU's Strategic Plan.
- Ensure organizational resiliency through a commitment to quality programs and data-driven program evaluation.
- Stay abreast of emerging trends and regulations in the electric utility industry.
- Identify opportunities for NBU to leverage cross program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Results-oriented, use a systematic process to develop plans and achieve specific outcomes, create a team environment to achieve objectives and focus on results rather than activities.
- Advise the COO on matters pertaining to operation activities, and ensure all functions are operating together effectively to achieve vision, strategy, and master plans.
- Provide guidance for NBU's Electric Lineman and Substation Tech Apprenticeship Program. Ensure that the program meets and maintains DOL certification guidelines.

Tactical Work:

- Participate in the development and preparation of short-term and long-term plans and budgets to achieve initiatives in NBU's Strategic Plan.
- Ensure that all activities and operations are performed in compliance with local, state, and federal regulations and laws governing electric services.
- Oversee completion of industry performance reports and programs in order to benchmark NBU's status on a state and national level.
- Provide regular reports to COO on status of capital projects and division initiatives; seeks guidance as needed.
- Identify and obtain training opportunities for staff to create an engaged, knowledgeable workforce.

- Monitor and evaluate the performance of Division Managers and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.
- Review the NBU Electric Lineman and Substation Tech Apprenticeship Program for compliance, promotion and completion rates, testing and evaluation process and effectiveness of mentors in assisting with Apprentices' completing course and on-the-job requirements.

Company Wide Responsibilities:

- A culture of safety will be maintained by following safety guidelines and practices at all times and in all situations for self, co-workers, visitors and general public.
- All work will be performed in accordance with company policy, government laws and regulations as applicable to each division's responsibility and in accordance with the company's Strategic Plan.
- All written and oral communications regarding customers, business and employees will be held in strict confidence. Sensitive documents will be safeguarded at all times and in all locations.
- Employees will demonstrate a spirit of cooperation and team work including, from time to time, assisting with duties outside their regular responsibilities.
- All business communications, whether verbal, visual or written, whether for internal or external use, will be professional in tone and content.
- Management will keep employees informed of pertinent business communications through formal and informal modes of communication and in a timely manner.
- Employees are encouraged to recommend ideas for the improvement of processes and procedures that are consistent with the company Vision and Strategic Plan.
- Mutual respect will guide all communications and interactions between and among employees, management, directors, executives, Board of Trustees, customers, vendors and other stakeholders.
- NBU will encourage a culture and learning environment that fosters opportunity for continuous growth and development of all employees.
- Employees will be good stewards of vehicles, tools, equipment, and other property utilized in performing their jobs, including taking responsibility for notification of any needed repairs to sustain safe working conditions
- Employees will accept accountability for their decisions and actions at all times.
- Employees will be responsible for adhering to their scheduled time of work and manage leave as to not interfere with tasks being completed including special projects and assignments with deadlines or, when applicable, negatively affect direct reports' ability to do their jobs.

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Public Administration, or a related field

Work Experience Time Frame: Seven Years or More

Other: In lieu of a degree, 7 years of relevant experience may suffice

Field of Study: Engineering, Environmental Science,

Certification and Licensures Requirements

Other Minimum Qualifications

- Strong interpersonal and communication skills, with the ability to engage and inspire a diverse team and community.
- Proven track record of effective leadership and team development, with a focus on employee engagement and empowerment.
- Knowledge of utility regulations, best practices, and emerging trends in the industry, with a commitment to sustainability and innovation.
- Experience in budget management and strategic planning.
- Proven experience in a team leadership or collaboration role.
- Strong understanding of business operations and strategic planning.
- Excellent interpersonal and communication skills.
- Ability to manage multiple priorities and adapt to changing business needs.
- Demonstrated ability to build and maintain relationships with team members and stakeholders.
- Problem-solving skills with a focus on achieving results.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Microsoft Office Suite

Experience with Machines, Tools, Equipment and Other Work Aids

Click or tap here to enter text.

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Fine Dexterity: Constantly

Computer Keyboard

- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Constantly

- Paperwork
- Monies

Kneeling: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Rarely

- Stairs
- Ladder

Other: Click or tap here to enter text.

- Step Stool
- Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Never

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

Crouching: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Crawling: Occasionally

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Frequently

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Rarely

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Frequently

- Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other:

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date