Job Description: MANAGER OF ELECTRIC UTILITY

PAY GROUP: U26 **EEOC CATEGORY:** Official/Administrator

FLSA: Exempt

SUMMARY OF POSITION:

The Manager of Electric Utility is responsible for the planning, administration, operation, maintenance, and continuous improvement of the City's electric utility system. This position provides strategic leadership, technical expertise, and operational oversight to ensure the reliable, safe, and efficient delivery of electric services while supporting the City's long-term goals.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Director of Utilities.

2. Directs: Electric Superintendent, Meter Technicians, & Control Center Operators.

3. Other: Works with the City Manager, Assistant City Manager, departmental Employees, other department heads, other utility companies, vendors, contractors, electrical engineers, and the general public. May interact with members of City Council and the Mayor.

EXAMPLES OF WORK:

Essential Duties*

Advises executive leadership on all matters related to the City's electric utility operations, including load forecasting, power supply procurement, transmission and distribution, system reliability, and regulatory compliance.

Provides leadership and technical oversight for the planning, design, engineering, construction, maintenance, and operation of the City's electric distribution system and related facilities.

Provides technical expertise and analysis related to electric rate design, cost of service studies, and rate structure development.

Develops departmental goals, policies, and operational strategies to ensure reliable and efficient electric utility services.

Recommends appropriate staffing levels and organizational structure; evaluates service delivery methods, allocates resources, and implements operational improvements.

Evaluates departmental workloads, administrative processes, and support systems; identifies opportunities for increased efficiency and implements process improvements.

Directs and coordinates the activities of Electric Utility personnel through subordinate supervisors to ensure safe, efficient, and effective operations.

Meets regularly with supervisory staff to establish priorities, review performance, and resolve operational issues.

Recruits, selects, trains, mentors, evaluates, and develops department personnel; addresses performance deficiencies and recommends disciplinary action, up to and including termination, in accordance with City policies.

Participates in the development and administration of the annual Operating and Maintenance (O&M) and Capital Improvement Program (CIP) budgets, including multi-year forecasting for personnel, equipment, infrastructure, and capital projects.

Works collaboratively with the Utilities Warehouse Superintendent and Purchasing Department to ensure adequate inventory levels of materials, equipment, and critical spare parts.

Oversees the department's safety program and ensures compliance with all applicable federal, state, local, and City safety regulations and standards.

Authorizes expenditures for personnel, equipment, materials, and supplies within the approved budget.

Represents the department before City Council, boards, commissions, and other governmental or public meetings as assigned.

Maintains current knowledge of industry trends, emerging technologies, regulatory requirements, and best practices through professional organizations, conferences, and training.

Oversees and utilizes utility technologies including, but not limited to, SCADA, AMI/AMR systems, IVR, Outage Management Systems (OMS), GIS, Tyler Technologies, Cityworks, Microsoft Office, and power quality monitoring software.

Serves as the City's liaison with electric utilities, regional transmission organizations, regulatory agencies, contractors, consultants, and other external stakeholders.

Responds to customer concerns and service issues by investigating complaints and ensuring timely resolution.

Conducts and participates in meetings related to customer service, operations, safety, capital projects, and departmental initiatives.

Continuously evaluates operational procedures and recommends improvements to increase efficiency, reliability, and customer service.

Oversees contractors performing electric utility maintenance, construction, and capital improvement projects to ensure compliance with contract requirements, specifications, and safety standards.

Serves as the liaison with the U.S. Department of Labor and the Department of Veterans Affairs regarding the City's Electric Apprenticeship Program.

Oversees substation operations and maintenance, including monitoring system loading, power factor correction, switching operations, protective equipment, and metering systems.

Coordinates emergency response and restoration efforts during outages, storms, and other utility emergencies.

Ensures compliance with all applicable federal, state, local, and City regulations, standards, and utility operating procedures.

Other Important Duties*

Performs special projects and assignments as directed.

Observes and enforces all applicable safety rules, regulations, and procedures.

Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: Advanced principles of electric utility engineering, operations, maintenance, and distribution system design. Electric theory, power system operations, load forecasting, load management, and system planning. National Electrical Safety Code (NESC), OSHA regulations, applicable federal and state regulations, and industry safety standards. Municipal electric utility operations, including overhead and underground distribution systems, substations, metering, outage restoration, system reliability, and customer service. Electric utility technologies including SCADA, AMI/AMR, Outage Management Systems (OMS), IVR, GIS, and related utility software applications. Electric, hydraulic, and mechanical principles, electronics, and the application of engineering and mathematical concepts. Construction methods, maintenance practices, troubleshooting techniques,

equipment specifications, damaged pole assessments, customer billing practices, equipment charges, and PCB handling and disposal requirements. ERCOT market operations, NERC reliability standards, Public Utility Commission (PUC) regulations, and other applicable regulatory requirements affecting municipal electric utilities. Budget development, capital improvement planning, asset management, procurement, and project management principles.

Working Knowledge of: Utility engineering design standards and construction specifications. Electrical distribution equipment, materials, tools, and construction practices. Occupational hazards, safe work practices, and emergency response procedures. Geographic Information Systems (GIS) and utility asset management systems. Supervisory principles, employee development, and performance management.

Skills and Abilities: Provide effective leadership by coaching, mentoring, empowering, and developing employees in a collaborative team environment. Establish a positive organizational culture that attracts, develops, retains, and motivates a highly skilled workforce. Develop and communicate a clear vision, goals, and performance expectations aligned with departmental and organizational objectives. Build productive working relationships with employees, elected officials, customers, contractors, regulatory agencies, and other stakeholders. Promote exceptional customer service through ethical leadership, professionalism, and accountability. Read and interpret blueprints, electrical schematics, engineering drawings, maps, charts, and technical reports. Analyze complex technical and operational issues and develop practical, cost-effective solutions. Prepare clear, accurate, concise, and comprehensive written reports, presentations, policies, and correspondence. Manage multiple projects, competing priorities, and deadlines while maintaining operational effectiveness. Exercise sound judgment and make timely decisions during both routine operations and emergency situations. Communicate effectively, both verbally and in writing, with technical and non-technical audiences. Ensure compliance with all applicable federal, state, local, and City regulations, policies, and safety standards. Foster teamwork, collaboration, continuous improvement, and innovation throughout the department.

Other Requirements: May oversee the handling, storage, transportation, or disposal of hazardous or regulated materials in accordance with applicable laws and regulations. Must be available to respond to emergency situations, outages, storms, and other after-hours operational needs.

Physical Requirements: Frequently required to stand, walk, kneel, crouch, climb, bend, twist, reach, push, pull, and perform other physical activities associated with field inspections and utility operations. Frequently lift, carry, and move materials and equipment weighing up to 25 pounds; occasionally greater weights with assistance or appropriate equipment. Work outdoors in varying weather conditions, including extreme heat, cold, rain, humidity, and uneven terrain. Perform site visits to substations, construction sites, and other utility facilities while wearing required personal protective equipment (PPE).

ACCEPTABLE EXPERIENCE AND TRAINING:

Bachelor's degree from an accredited college or university in Electrical Engineering, Engineering, Business Administration, Public Administration, Construction Management, Utility Management, or a closely related field.

A minimum of ten (10) years of progressively responsible experience in electric utility operations, construction, engineering, maintenance, or system operations, including at least four (4) years in a supervisory or management role.

Equivalent combinations of education, training, and experience that provide the required knowledge, skills, and abilities may be considered. Qualifying experience may be substituted for the educational requirement on a year-for-year basis.

or combination of education, training, certifications, and progressively responsible experience that demonstrates possession of the required knowledge, skills, and abilities may be considered.

CERTIFICATES AND LICENSES REQUIRED:

Appropriate State of Texas driver's license.

State of Texas Class A Commercial Driver's License (CDL) is preferred or the ability to obtain within 12 months of employment.

Must obtain Cardiopulmonary Resuscitation (CPR) certification as required within 18 months of employment and continue to maintain.

Completion of a U.S. Department of Labor (DOL) Registered Lineman Apprenticeship Program or the ability to demonstrate equivalent journeyman-level knowledge, skills, and experience.