

Position: Director of Operations**Position Purpose:**

Responsible for the operations of the Electric and Telecommunication distribution divisions. These responsibilities include, but are not limited to, management of personnel, planning and execution of construction, maintenance and repair activities, emergency response activities, and ensuring compliance with all applicable laws and regulations.

Responsibilities:

1. Responsible for the planning, scheduling, staffing, and management of construction, repairs, and maintenance, retirements, and upgrades to customer services, distribution infrastructure, substations, telecommunications huts, vehicles and equipment, communications equipment, and security equipment.
2. Responsible for personnel management of division employees including safety, utilization, training, and performance evaluations.
3. Responsible for compliance with laws and regulations including OSHA, Convex, FERC, MDPU, and MDTE.
4. Responsible for other operations including materials, supplies, inventory acquisitions, and oversight of subcontractor services.

Reporting Relationships: The Director of Operations reports directly to the General Manager.

Physical Requirements: Director of Operations must be able to: see well (naturally or with correction); coordinate the use of eyes and hands or fingers; and lift and carry objects weighing up to 20 pounds.

Qualifications:

1. Education: Engineering, Business Management or Equivalent minimum four-year degree.
2. Fifteen years' experience in a full-time, paid, managerial or supervisory position with an electric distribution company, experience managing 15 staff and/or vendor personnel.
3. Proven experience with contract life cycle process including, RFP bid document creation process, bid review and evaluations, contract ratification and issuance and change management.
4. Proven experience with operations responsibilities described, with emphasis on electric distribution and substation management experience.
5. Working knowledge of the laws and regulations for electric distribution systems.
6. Knowledge of municipal utility associations (CONVEX, NEPPA, ISO-NE).
7. Formal documented training in managerial and supervisory skills.
8. Must possess a valid Massachusetts driver's license.

Job Knowledge/Skills Required:

1. Working knowledge of personal computers, Outlook, PowerPoint, and Excel spreadsheets.
2. Ability to make quick, well thought out, decisions under pressure.

3. Ability to work and communicate well with all Department personnel, with a well-mannered and professional attitude.
4. Ability to set goals, establish written, meaningful, work measurement standards, and establish a regular reporting system to insure incumbent and divisional accountability.
5. Must have a proven track record of proactively solving problems and working in a dynamic team environment.

SHELD, South Hadley Electric Light Department, is an Equal Opportunity Employer conforming to all OSHA safety standards, federal and state regulations pertaining to the states and jurisdictions work is performed. Safety is of the utmost priority for the public and employees.

This is a full-time position with excellent benefits including a Massachusetts Public Employee Pension Plan. Qualified candidates can apply by submitting a resume and cover letter to kmendoza@sheld.org , Kim Mendoza at South Hadley Electric Light Department.