



Position Title	<u>Operations Manager</u>		
Company	<u>NEO</u>		
Location	<u>Mentor, OH</u>		
Department	<u>Operations</u>		
Posting Date	<u>8/27/21</u>	Posting Expiration Date	<u>9/3/21</u>

### **PRIMARY FUNCTION**

The Operations Manager performs a wide variety of tasks relating to the planning, installation, and maintenance of piping systems, and to serving its residential, commercial and industrial customers. This individual's primary work is to ensure safe, accurate, and efficient work is completed by company and/or contractor crews. Daily duties include scheduling, communicating, planning and managing all construction and operations activities. Daily communications with the Director of Operations are essential to ensure all aspects of the work load are completed in a safe and timely manner.

The Operations Manager will communicate project related information with industrial, commercial and residential customers. If necessary, this individual will prepare written correspondence communicating complex topics and problems.

### **Daily Responsibilities and Qualities**

- Coordinate new construction activities and system maintenance
- Ensure safe and reliable system operations.
- Manage company and contractor crews as well as operations technicians
- Maintain the managed area's fleet
- Control company inventory
- Provide as-built information for company records
- Self-inspect company construction activities
- Have a working knowledge of system town border stations, farm taps, district regulator stations and customer meter sets
- Lead, coach and direct construction personnel to ensure safe, efficient, and quality work
- Have a working knowledge of, and maintain compliance with Pipeline Safety Regulations and other local, state and federal agencies requirements
- Be a champion of safety and quality and lead by example
- Demonstrate integrity in all aspects of managing the area
- Cultivate good working relationships with municipalities and builders while maintaining a high level of customer service for our customers.



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### **Miscellaneous**

- Maintain Operator Qualifications
- Maintain complete and accurate records of all construction work activities
- Respond to Emergency situations
- Maintain company tools and equipment
- Will be expected to attend meetings and conference calls as needed
- Will be expected to attend training as required

### **QUALIFICATIONS**

High school diploma is required for this position. A minimum of 5 years of industry experience is required.

Ability to communicate effectively in writing and verbally with co-workers and customers on a daily basis. Ability to perform daily work with computers including MS Word, Excel and Outlook. Knowledge of the SAP accounting system platform is a plus. Have an eye for detail in correctly filling out paperwork, checking others work and following processes and procedures.

### **COMPETENCIES**

- Ability to clearly communicate complex ideas verbally and in writing is crucial for ease of understanding between customers, authorities, and fellow employees.
- An understanding of how natural gas systems operate along with the ability to troubleshoot system problems and direct mitigative measures when and if necessary.
- Ability to respond to emergencies with urgency and calmness. This person must be able to think clearly under pressure, make logical, data driven decisions and direct personnel under stressful conditions.
- An analytical ability to investigate electrical and mechanical indications and use them to arrive at solutions to complex problems. Experience in corrosion control and the utility pipeline or plumbing industries; and college level coursework in industrial technologies is desired.
- A working knowledge of, and competency, in executing an operating and capital budget for the managed area.
- A motor vehicle operator with valid license is required, and the applicant must be bondable with no record of felony convictions.

### **Application Process:**

Internal candidates should complete the internal posting form and send the form to Annmarie Vincent, Human Resource Manager by the posting expiration date. Please include a resume if applicable.