



# Job Synopsis

**Job Title:** Manager, Operational Services  
**Reports to:** Vice-President, Electric Operations

**FLSA Status:** Salaried/Exempt  
**Salary Range:** \$117,924 - \$137,500

## Job Purpose

This position is responsible for planning, monitoring, and managing construction schedules, site inspections, and underground utility locating. This position is also responsible for planning and coordinating training programs for apprentices, ensuring they receive the necessary knowledge and skills to succeed in their roles. Key duties include supervising, coordinating, and scheduling the work of field personnel, as well as performing on-call duties and managing outages as needed. Additionally, this role actively promotes and supports a safe work environment. As a leader, this position provides guidance, mentorship, and coaching to direct reports, fostering their growth and development.

## Essential Functions

1. Supervises and cultivates a positive, safety-oriented work environment
2. Oversees projects to ensure timely completion, adherence to specifications and compliance with budgeted costs
3. Manages the Cooperatives Arizona Blue Stake (811) program and coordinates with relevant agencies to secure necessary work permits.
4. Assists in the development of scopes of work for contracts and fostering relationships with external contractors.
5. Supervises construction scheduling, the inspection process, and line locating staff, ensuring a member-focused approach.
6. Provides insight into the procurement process of operations facilities, resources, equipment, and construction and maintenance contracts.
7. Maintains comprehensive knowledge of the distribution system's configuration, equipment capabilities and operational requirement.
8. Provides leadership to field personnel; establishes training programs and effectively communicates updates or changes to work practices and procedures. Prepares departmental reports; reviews and approves time sheets and vendor invoices.
9. Collaborates with other departments to share resources and system knowledge Enhancing overall process efficiency.
10. Prepares and provides budget recommendations to the vice president related to system construction, maintenance, and inspection.
11. Advises staff on actions necessary to ensure reliable and safe electric service delivery to Trico Members.
12. Assists in the evaluation, planning, and implementation of new processes or technologies to improve operational efficiency and effectiveness.
13. Collaborates with Journeyman and Apprentice linemen to develop and provide training development.
14. Performs other duties as required and/or assigned.

## Competencies

### Organizational Competencies

- Communication
- Cooperation & Teamwork
- Customer/Member Focus
- Safety Orientation

### Job Competencies

- Critical Thinking
- Functional Excellence
- Leadership
- Organizational Awareness

## Minimum Qualifications

1. An Associate's or Technical Degree in applicable field. Ten years' experience in utility distribution operations as a Journeyman Lineman, Substation Technician, or other relevant journeyman level position.
2. Knowledge of safety best practices and requirements and project coordination/planning.
3. Knowledge of Electric Utility industry and Public Utility Commission regulations.
4. Must have thorough knowledge of both overhead and underground electrical construction and specifications, comprehensive understanding of electric distribution system, capacities, limitations, design, and operation.
5. Must be able to utilize and become proficient in computer and software systems the cooperative uses.
6. Ability to work irregular hours, nights, and weekends, and perform on-call duties as needed.

#### **Preferred Qualifications**

1. Knowledge of Rural Utility Services construction standards and rules and regulations.
2. Previous experience in managing electric operations and field personnel in an electric utility.

#### **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

This job primarily operates in the field and/or construction sites; it will frequently be near high voltages in and around substation and overhead lines. This role routinely uses standard electrical equipment and tools. This position includes exposure to environmental conditions (hot, cold, and inclement weather), electrical meters, fumes, or airborne particles, running equipment, and loud noises. Lifting is frequently required; you must be able to bend and lift and carry up to 50 pounds.

Statements included in this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to the job. The statements are not intended to be construed as an exhaustive list of responsibilities, duties and skills required. The employee(s) may be required to perform other duties as assigned.

#### **Direct Reports**

List by job title any positions to be supervised by the incumbent.

Construction Scheduler, Inspector/Locator, Line Locators