



Operations Manager
Position Description
Effective: August 2025

Classification:	Non-union	FLSA Status:	Exempt
NRECA Job Code:	52-3121	Employment Status:	Full-time
Department:	Operations	Location:	New England-Bowman
Reports To:	General Manager/CEO & Chief of Staff	Supervises:	Cooperative employees

DISCLAIMER: THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. IN ORDER TO MAXIMIZE FLEXIBILITY AND EFFICIENCY, EMPLOYEES MAY BE ASSIGNED ADDITIONAL DUTIES AS DEEMED NECESSARY. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

PURPOSE FOR THE POSITION:

This position provides efficient and effective leadership of the cooperative in the construction, operation, and maintenance of the utility plant, including budgets and long-range plans. Develop and direct programs that will assure members safe and reliable electric service.

QUALIFICATIONS AND EXPERIENCE:

A bachelor's degree from an accredited college or university with a major in engineering or construction management is required. Journeyman lineman experience and progressive management experience in lieu of formal education may be considered. A minimum of eight (8) years of increasing responsible experience in electric utility system design, construction, and operation is required, preferably with a consumer-owned utility system. A minimum of three (3) years of experience in managing the work of others, and maintaining effective relationships, both within and outside the cooperative, is required. Additional specialized training in electric utility system design, operation and evaluation is important. A master's degree in business administration is desirable. This position requires a valid North Dakota driver's license.

CORE COMPETENCIES:

1. Promote safety in every activity and attend scheduled safety meetings. Become familiar with and abide by the cooperative safety rules and procedures.
2. Review and abide by established policies and procedures of the cooperative and associated entities.
3. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
4. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
5. Accept and adapt positively to changes in the position and within the cooperative and associated entities. Develop a commitment to accept ongoing change.
6. Be a positive influence within and outside the Cooperative and associated entities.
7. Support the cooperative's mission by staying current with information to cultivate and positively project the cooperative's philosophy.
8. Provide leadership that stimulates a high standard of morale and ethics among employees of the cooperative.
9. Accept responsibility for the duties of the position. Work diligently towards complete and accurate work assignments.

MANAGEMENT COMPETENCIES:

1. Understand the department's relationship between the cooperative and other departments.
2. Manage multiple projects with varying scopes, budgets, and timelines. Possess the ability to prioritize and allocate resources to accomplish projects within these limitations.
3. Make decisions that are timely and informed using the information that is available, past experiences, input

from others, and good personal judgment. Communicate and execute decisions in a clear, precise, and understandable manner.

4. Observe, evaluate, and understand the impact of long-term trends as related to the functions of the department and overall organization. Able to formulate strategies and implement plans to adapt and adjust to these trends.
5. Participate within the community, establishing and maintaining an effective professional relationship with cooperative members.
6. Lead by example, maintaining a positive attitude, professionalism, and a supportive environment. Practice consistency, fairness, and honesty in supervising employees.
7. Communicate duties, responsibilities, delegate tasks, and inform employees of the expectations of work performance.
8. Develop an understanding of employee positions. Motivate employees to achieve performance that meets the cooperative's expectations.
9. Evaluate the training needs of employees and provide opportunities for continuing education.

ESSENTIAL JOB FUNCTIONS:

1. Assist General Manager/CEO in evaluating, formulating, and implementing programs, policies, and methods to promote and facilitate the effective and efficient operation of the cooperative toward achieving its goals.
2. Develop department budget and work plan. Assist with coordination of the budgeting process across all departments. Continuously monitor departments' performance and expenditures.
3. Select and recommend the transfer, promotion, termination, and disciplinary action of employees in cooperation with the Employee Services Coordinator to accomplish cooperative goals.
4. Administer employee development aligned with applicable policies, procedures, and practices to ensure the maintenance of a highly competent, motivated, and effective workforce.
5. Provide oversight and administer the apprentice line worker program. Monitor the progress of apprentice line workers in completion of the program.
6. Develop recommendations regarding department structure and staffing to accomplish cooperative goals through effective and efficient utilization of available resources.
7. Responsible for assisting the engineering department with long- and short-range system planning and designs that will ensure the effectiveness of the cooperative's electrical system.
8. Continuously evaluate system performance criteria and review measures to determine consistency with system reliability and power quality goals.
9. Maintain current knowledge and understanding of RUS, NESC, and other applicable standards and regulations to ensure that cooperative facilities are constructed and operated in a safe and efficient manner.
10. Maintain proficiency in Microsoft Office Suite, cooperative software (NISC iVue), and in the use of standard office equipment.
11. Assure system easements and right of way's are procured in compliance with cooperative policies and practices.
12. Assure that equipment maintenance and replacement is accomplished on a regular schedule to limit unnecessary interruptions.
13. Maintain accurate system maps that reflect the electrical and physical arrangement of transmission line, substations, distribution line and secondary wiring of the cooperative.
14. Assure purchasing and inventory comply with associated regulations and policies.
15. Administer contracted work performed by outside contractors. Assure acceptable production and quality and costs.
16. Address consumer inquiries regarding service builds, service changes, and line maintenance.
17. Educate employees in how to evaluate the extent of the outage and facilitate the crew in restoring power.
18. Communicate and interpret cooperative policies, programs, projects, and procedures to the membership.
19. Develop and recommend contracts, agreements, and required legal documents for consideration by the General Manager/CEO, legal counsel, and Board of Directors.

