

## ENERGY SERVICES ADMINISTRATOR

### JOB DESCRIPTION

**Classification Responsibilities:** An Energy Services Administrator oversees highly specialized Utility Service Field Supervisors who are involved in supervising natural gas utility services work and section personnel involved in a variety of skilled and semiskilled tasks in gas service activities. Activities include: resolving commercial gas distribution and service problems; minor repairs on residential gas appliances; construction, maintenance, and field repair of residential, commercial, and industrial gas meters for the City of Mesa's gas system. The Energy Services Administrator is responsible for Gas Operations relating to the installation, corrective action, and preventative maintenance of gate stations, district regulator stations, and residential and commercial customer metering equipment. The Energy Services Administrator is also responsible for emergency response, including distribution system valve operation in emergency situations. This class monitors system performance using the Supervisory Control and Data Acquisition system and/or reports for effective operation of gas distribution and regulation by supervising and implementation of changes to operating parameters. Additional duties include: full budget responsibility for assigned section; monthly operations analysis; creating and tracking performance measurements; preparation for, participation in, and responding to the annual audit conducted by the Arizona Corporation Commission. An employee of this class is required to implement and ensure staff compliance (via monitoring and training) with appropriate safety equipment and procedures. The incumbent assumes the duties of his/her supervisor in the supervisor's absence. This position performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. This position is subject to 24-hour emergency call-out. This class receives general supervision from the Energy Resources Department Director or Deputy Director, who reviews work through reports, conferences, and overall results achieved. This class is FLSA exempt-executive.

### QUALIFICATIONS

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor's Degree in Engineering, Business Administration, Business Management, Organizational Management, or related field. Extensive (5+ years) full-time experience in the administration and management of the installation and maintenance of gas meters, service lines, and gas regulators (both commercial and residential). Three years of supervisory responsibility in a gas system operation.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date.

**Substance Abuse Testing.** This class is subject to Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 199.

**Preferred/Desirable Qualifications.** Experience with construction technology and field-type customer service in the residential and commercial areas is preferred, as well as experience in programs with a quality improvement program emphasis. Graduation from an accredited college or university with a

Master's Degree in Business Administration, Business Management, Organizational Management, Public Administration, or related field is preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with subordinate staff and all levels of management, as well as customers to organize and supervise program activities, discuss and schedule projects, coordinate multi-department projects, etc. Responds to utility customer complaints after discussion with subordinate supervisory staff. Advises customers of changes and additions needed in conjunction with field staff. Disseminates safety requirements information and other information to meet various code requirements. Prepares and presents reports, letters, and employee performance appraisals. Trains staff in natural gas utility services safety policies and procedures. Schedules, plans, and conducts in-service training and safety meetings.

**Manual/Physical:** Reviews the work product of others to ensure compliance with standards and guidelines. Operates a motor vehicle requiring a standard Arizona Driver's License to attend meetings and travel to job sites and respond to emergencies. Reviews assigned activities through observations of various job sites and written reports to determine conformance to department safety and operational standards. Inspects and monitors work-related conditions to ensure operating safety and other standards at various utilities areas. Uses common hand tools to isolate problems including detection of natural gas leaks. Operates a variety of standard office equipment, including proficiency with personal computer (PC) and related software programs, to complete reports and enter data to record information, communicate with others, calculate regulators and meter capacities or other data, maintain DOT files and records, track section work activities, and document staff activities. Works in a variety of weather conditions while performing duties and may work in small cramped areas, heights greater than 10 feet, under hazardous conditions associated with natural gas. As needed for safety or instructive demonstration purposes: operates construction equipment; works with paint and cleaning fluids; moves meters which may weigh more than 50 pounds. Meets scheduling and attendance requirements.

**Mental:** Reviews and analyzes records on recording charts, utilizes information to evaluate operations of the distribution system and anticipates possible control problems. Evaluates problems which have occurred and takes corrective action. Reviews engineering drawings of gas customer services and meter installation. Makes recommendations on meter sizing and regulator equipment. Makes recommendations on equipment and materials for proposed projects. Resolves regulation and measurement problems. Interprets codes and implements standards in the City system. Supervises subordinate employees (i.e., participating in hiring, discharge activities, directing, reviewing, coaching, instructing, and evaluating work, etc.). Directs all aspects of the installation, maintenance, and repair of district regulator stations and commercial and industrial gas meters. Plans and develops information for budget preparation. Plans and coordinates the work of subordinate supervisors, determines priorities, and oversees assignment of crews or individuals to work projects and service areas. Determines equipment and supply needs and requests procurement of the materials. Oversees test program on gas meters and authorizes shut-down of mains when necessary. Observes and monitors project expenditures to maintain compliance with prescribed standards. Evaluates safety practices to ensure department standards, and state and federal codes are met. Estimates costs from blueprints or work plans in purchasing regulators and meters. Learns job-related material regarding supervision, regulations, and gas distribution performance in a classroom setting

**Knowledge/Skills/Abilities:**

Knowledge of:

natural gas system construction and maintenance principles;  
the methods, materials and tools used in installing and maintaining gas meters, appliances, regulators, relief valves, etc., as well as in the installation and maintenance of natural gas utility service lines;  
International Fuel Gas Code City codes relating to utilities, and the DOT Pipeline Safety Act;  
the methods, materials, and equipment used in the installation and construction of gas lines;  
gas regulators and district regulator station operations and maintenance;  
Supervisory Control and Distribution Acquisition system, and personal computer software to manage, track, research, and communicate information;  
the federal minimum pipeline safety standards;  
appliance repair methods and procedures;  
safety equipment and procedures used when working on natural gas lines;  
gas leak detection procedures;  
component structure and related fittings of the City's natural gas distribution system;  
supervision and budgeting principles;  
information relating to federal, state, and local controlling agencies;  
the safety equipment and procedures used for working on and near natural gas;  
the DOT minimum safety standards, and acceptable materials for use in gas distribution and control; and  
the principles, practices, and methods of employee supervision, training, and evaluation.

Skill in:

providing exceptional customer service;  
recognizing and taking proactive approach to regulatory compliance;  
use of PC and specialized software related to this field;  
managing multiple projects; and  
interpersonal communications on a variety of levels with internal and external customers.

Ability to:

coordinate field work with service personnel, building inspection staff, and other Energy Resources Department personnel in resolving customer and distribution system problems;  
supervise the coordination and direction of work involved with the district regulator stations;  
effectively express ideas to others, both orally and in writing;  
routinely review gas purchase volume computer printouts to monitor operation of measurement equipment and system pressures;  
witness the monthly orifice meter tests by the El Paso Natural Gas Company or their successor;  
assure the safe control of distribution pressures;  
establish and maintain effective working relationships with upper management, subordinates, coworkers, customers and the general public;  
assume the responsibilities of the Energy Resources Department Director or Deputy Director in the absence of those individuals;  
exercise effective supervision over assigned staff; and

establish and maintain effective working relationships with management, subordinates, contractors, utility customers, City officials, industry representatives, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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PAY GRADE: 58

EEO-O/A

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-PHMSA

CDL-No

RESP-No

IND-7502

JOB FCTN-ADM

SWORN-No

INCREMENTS 55-200