 **Manager, Utilities Services Standard Job Description**

**Classification Title:** Manager, Utilities Services

**FLSA Exemption Status:** Exempt

**Pay Grade:** 17

**Minimum Pay:** $127,188.05

**Job Description Summary:**

The Manager of Utility Services, under direction, provides management and leadership to service teams to purchase, operate, maintain, and provide support for building automation systems. Specific duties will vary based on specified utility service.

**Essential Duties and Tasks:**

**30%: Supervision**

* Oversees supervision of outside contractors providing service work and personnel on assigned jobs. Organizes, supervises, provides direction, and trains subordinates. Manages funding/budget issues for subordinate operations.
* Advises management on operations planning including resource hiring and development, financial forecasting, budget performance monitoring, and issue resolution planning.
* Manages or advises on hiring, training, development, and annual performance reviews of staff. Manages employee performance in a positive, effective manner to ensure the success of the operating team.
* Provides guidance, leadership, and supervision for department staff. Ensures schedules are maintained and work proceeds in accordance with requirements and customer expectations.

**30%: Evaluation**

* Reviews and evaluates plant and unit performance. Ensures that services are performing to safety/environmental, reliability, and efficiency targets at all times.
* Contributes to a safe working environment by reporting accidents and unsafe working conditions, use of proper personnel equipment, and by following safety procedures outlined in safety guidelines.
* Identifies capital improvements necessary for regulatory compliance. Establishes quality standards for subordinate operations. Serves as primary interface with regulatory agencies.

**20%: Customer Service**

* Ensures that communications to customers both internal and external to the organization are responsive, respectful, professional, and solutions oriented.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.
* Five years of related experience in utility systems including project management, engineering analysis and design, professional services and construction contracting, construction and operation of utility systems, and regulatory compliance, including related supervisory experience.

**Required Licenses and Certifications:**

* Valid Class “C” driver’s license or ability to obtain one within 30 days of employment.

**Required Knowledge, Skills, and Abilities:**

* Knowledge of word processing, spreadsheet, and database applications
* Excellent verbal and written communication skills.
* Ability to travel. Strong organizational and project management skills.
* Ability to deliver presentations to various audiences.

**Machines and Equipment:**

* General Office Equipment

**Physical Requirements:**

* Ability to lift and move heavy objects.

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**