

MAJOR FUNCTION

This is responsible professional, administrative, and technical work coordinating the City's compliance with applicable local, state, and federal regulations as well as coordination of the Gas Utility marketing and sales outreach. An incumbent is a subject matter expert in the areas of gas utility regulations and sales/marketing activities and is responsible for the following activities: ensuring regulatory compliance and reporting associated with applicable local, state, and federal regulations; enforcement of applicable local, State, and Federal codes and laws regarding damage to natural gas pipelines and infrastructure; and coordinating the City's sales and marketing outreach and sales efforts. Work is performed under the general administrative supervision of the Gas Utility Engineering Manager with considerable latitude for the use of independent judgment and selection of work methods and procedures. Work is reviewed through results, inspections, and conferences.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Serves as the in-house expert and point of contact for natural gas regulatory and enforcement matters with local, state, and federal agencies to ensure that all components of certification, regulatory, consent and administrative orders are met. Reviews and analyzes regulations and legal requirements that have the potential to affect the natural gas operations and advises management of conflicts or changes needed to ensure compliance. Reviews local, state, and federal codes and regulations concerning natural gas that may potentially affect the utility or its customers. Develops written comments to proposed regulations affecting natural gas operations to reflect the City's opposition or endorsement and makes suggestions for modification. Communicates new rules and regulation changes to gas utility staff and ensures their full understanding of the regulations. Identifies training requirements, oversees, and administers the gas utility's Operation Qualification program, emergency response plan, public awareness, and damage prevention programs. Maintain outreach with fire, police, 911 operators, and other first responders for the counties that the gas utility serves. Performs periodic audits of gas system operations and programs to ensure continual compliance with local, State, and Federal rules. Ensures compliance of the Gas Utility's operations with environmental and safety guidelines mandated by Federal and State rules and regulations. Serves as the City's code enforcement representative for damages to gas utility infrastructure. This includes administering the Gas Utility's Damage Prevention program; investigating instances where contractors or others damage natural gas mains, services, or other infrastructure; issuing citations to contractors or others who do not follow proper established damage prevention rules and techniques resulting in damage to natural gas infrastructure; maintaining a damage prevention dashboard; and work with the gas team to develop and implement innovative strategies to reduce third-party damage. Promotes the direct use of natural gas through marketing and sales in the residential and commercial markets. Assists in developing, implementing, and monitoring various programs designed to acquire customers or increase Gas Utility's sales for the residential and commercial markets. Conducts customer outreach and surveys for Gas Utility expansion request and feasibility. Promotes the direct use and safety of natural gas use through customer interaction, homeowner association interaction, affected stakeholder groups, and gas utility outreach efforts. During emergency situations, this position is considered essential staff and is required to be available to work extended hours. Performs other duties as required or necessary.

Other Important Duties

Assists with and conducts training for all areas of the gas utility. Completes special projects as requested. Provide exceptional customer service. Performs related work as required.

NATURAL GAS COMPLIANCE AND OUTREACH ADMINISTRATOR

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of modern methods of natural gas distribution operations and sales. Knowledge of local, state, and federal regulations and legal requirements pertaining to the natural gas distribution operations. Considerable knowledge of the occupational hazards and safety precautions that should be employed in natural gas operations. Considerable knowledge of the methods of training and motivating employees to recognize the need for and benefits of local, state, and federal regulatory compliance issues in the natural gas industry. Knowledge of the permitting procedures required by state, federal, and local regulations, and their application to natural gas operations. Knowledge of applicable sales and marketing activities and practices associated with natural gas utilities. Ability to gather and compile technical data and to write and present clear and persuasive reports. Ability to perform advanced mathematical computations. Ability to maintain effective working relationships, as necessitated by the work. Ability to plan, develop and implement plans and programs and provide the necessary training to affected stakeholder groups. Ability to interpret technical information and prepare reports for use by management, co-workers, and customers. Ability to communicate clearly and concisely both orally and in writing. Ability to use personal computers and the associated programs and applications that are necessary to successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in engineering, business administration, accounting, or a related field and four years of professional or administrative experience in utility regulatory compliance or marketing, or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at time of appointment.

Individuals in this classification are considered essential during emergency and storm situations and must be able to work 16 hours per day for extended periods of time and may be required to be away from their family.

Established: 04-13-21