

Eversource Energy is the largest Energy delivery company in New England. We support 3.6 million Gas and Electric customers across CT, MA and NH. Be a part of our mission to deliver reliable energy and superior customer service. ENERGY- BRINGS US TOGETHER!!

Title: Director, Gas Dispatch

Location: Westborough, MA

Directs all aspects of the Dispatch functions for all Eversource Gas Operations, including 24/7 emergency calls related to natural gas odor and carbon monoxide investigations, routine customer requested and compliance work. The Director ensures efficient processes and effective cost and budget management while fostering a safe work environment by maintaining compliance with all organization and regulatory safety procedures, policies and practices.

Essential Functions:

- Leads the development of a combined dispatch function to support Eversource Gas.
- Collaborates with other Gas Operations Directors in developing a robust, consistent and fully integrated framework of work practices ensuring the delivery of service excellence and best in class processes.
- Partners with Gas Meter Services and the Call Centers in order to efficiently and cost effectively meet customer needs and ensure maximum productivity.
- Creates, promotes and manages a safe work environment.
- Develops, prepares and manages operating budgets within the Dispatch department.
- Prioritizes internal resources based on productivity and performance matrix.
- Responsible for improving processes and streamlining business operations and practices as well as maintaining reports and metrics for the department.
- Works with other Gas Operations Directors to manage, balance and coordinate external and internal resources required to meet short- and long-term objectives and performance goals.
- Ensure training is appropriate and provide guidance to Dispatch personnel.
- Drives 100% compliance to established Standard Operating Procedures.
- Develops and implements process improvements to provide effective and efficient operations.
- Analyzes order data for predictive schedule forecasting.
- Ensures that all critical mobile data, computer and communication systems are reliable and effectively utilized.
- Develops and maintains effective relationships with key stakeholders in order to share best practices, drive consistency, ensure timely delivery of projects and maximize customer satisfaction.
- Encourages and practices teamwork and collaboration with all members of the Dispatch organization and other internal groups.
- Provides leadership guidance and direction to staff; ensuring that employees have a clear understanding of performance expectations and provide feedback, recognition and counsel.
- Develops employees through the use of performance management, coaching, and as appropriate, developmental or rotational assignments. Effectively promotes a continuous learning environment and encourages employees to pursue internal and external learning opportunities.
- Establishes and maintains a close working relationship with police, fire, public works and other municipal officials in the various cities and towns served within the assigned area.

- Oversees development of area staff. Develops a mindset of ownership and employee accountability for outcomes and consistent level of productivity and quality of work.

Qualifications:

Technical Knowledge/Skill:

- Thorough knowledge of gas operation/metering, regulation, and gas-fired equipment.
- Working knowledge of applicable local, state, and federal codes and regulations.
- Working knowledge of regulatory, legal and governmental issues affecting meter and service, field collections, and dispatch activities.
- Working knowledge of computer operation.
- Working knowledge of accounting procedures.
- Working knowledge of the gas distribution systems and procedures as Area On-Call duties required.
- Knowledge of environmental requirements as they affect operational activities.
- Understanding of labor relations principles and the ability to gain a thorough knowledge of the Company union contract.
- Must possess good communication skills and demonstrated managerial ability.
- Must possess demonstrated leadership and administrative ability.

Education:

- Bachelor's Degree in Business, related discipline or equivalent related experience
- Master's degree or MBA preferred

Experience:

- Minimum of twelve (12) years gas distribution, utility or technical experience

Working Conditions:

- Must be available to work emergency restoration assignment as required.
- Must be available to travel between MA/CT/NH as necessary.
- While performing the duties of the job, the employee is frequently required to sit, stand, talk, and hear.
- While performing the duties of this job, the employee is frequently required to operate computers, telephone, and other equipment.
- The noise level in the work environment is usually moderately quiet.
- Position requires frequent travel by car.
- Occasionally exposed to gaseous atmosphere, high noise levels, and traffic and construction site hazards.
- This position is categorized as safety sensitive for the purposes of drug testing. Successful applicants shall be subject to a pre-employment drug test if the individual is currently in a non-safety sensitive position. As an employee in this position the individual shall be subject to random drug testing. A positive drug test will result in disciplinary action.

Problem Solving & Complexity:

- Work includes calculating, comparing, technical writing, editing, planning, evaluating, interpreting, organizing, consulting, analyzing, designing, documenting, specifying, coordinating, implementing and presenting.
- This role works in an environment that often requires the performance of multiple simultaneous activities, where deadlines need to be met and work is performed under pressure while involving significant business commitments and results.

Please visit the Eversource Careers [website](#) to apply:

https://eversource.wd1.myworkdayjobs.com/ExternalSite/job/MA-Westborough-Technology-Dr/Director--Gas-Dispatch_R-015228

Eversource Energy is an Equal Opportunity and Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to age, race, color, sex, sexual orientation, gender identity, national origin, religion, disability status, or protected veteran status.

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