



## R-007504 Supervisor, Project Controls (MA)

Location: Southborough, MA

Eversource Energy is the largest Energy delivery company in New England. We support 3.7 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!!*

### Role and Scope of Position:

Responsible for the initiation, preparation and closing of work packets, Contractor billing and invoicing support and cost estimation for all capital construction work activities performed by Gas Field Operations at the local District level. Works collaboratively with the local Project Manager and Planning and Scheduling P and S) Supervisors to ensure that all required work is initiated, prepared and completed in an accurate, timely and cost-effective manner. The position adheres to prescribed timeframes for all capital, maintenance and mandated work to ensure that regulatory requirements, customer needs and business objectives are continually satisfied. Ensures that completed work; including but not limited to new business, compliance and mandated work, system reliability, maintenance and construction, is closed out in the Accounting and Work Management systems in an accurate, timely and cost-effective manner. The Supervisor organizes the work force for optimum efficiency across all operating regions within their assigned territories.

### Essential Functions:

- Collaborates with the Project Management and Planning and Scheduling department to support timely workorder creation and closeouts for each operating District
- Responsible for the integrity of data input into the work management systems and operating databases.
- Responsible for Contractor Billing reconciliation and invoicing process.
- Responsible for Workorder estimation for all capital work orders and any material orders related to the capital work as required.
- Assists with District liaison activities with local and municipal officials. Resolves customer issues and concerns, as required.
- Ensures that an adequate and proper supply of prepared work is available in each District to support the completion of annual work plans.
- Analyzes performance measures and metrics to monitor and evaluate the performance of the Gas Field Operations Support organization and its ability to meet internal expectations
- Implements work practices and process improvement plans to improve efficiency and ensure consistency
- Supervises the management and development of the Project Controls Staff.

### Technical Knowledge/Skill/Education/Licenses/Certifications:

#### *Technical Knowledge/Skill:*

- Requires knowledge of gas distribution operations including engineering, construction and maintenance practices.
- Strong knowledge of customer information systems, Work Management Systems, MS Office products (Access, Word and Excel) and work management processes.
- Strong interpersonal and communications skills.

#### *Education:*

- Requires a Bachelor's Degree in Business, Engineering, related discipline or equivalent experience

#### *Experience:*

- Five (5) to ten (10) years of related experience including managing multiple projects and deadlines, utilizing technology and process implementation in electric or gas distribution and/or operations. Experience supervising in a Union environment

#### *Licenses & Certifications:*

- None

#### *Working Conditions:*

- Work is performed primarily in an office environment which involves sitting, standing and general movement throughout the office area. Job can require frequent drives to different geographic locations to visit field sites or attend meetings as necessary.
- Must be available to work emergency storm assignment as required.
- This is a PHMSA safety sensitive position and is subject to random drug screening

#### *Set and Communicate Direction and Priorities*

- Communicate priorities and goals (company, department, team)

- Show how employee's work fits in
- Provide business updates, news
- Communicate, communicate, communicate  
*Build Trusting Relationships*
- Role model honesty/integrity in communication and action
- Balance "getting results" with concern for individual needs
- Have honest dialogue with employees; get to know them  
*Manage and Develop People*
- Set realistic performance objectives and expectations
- Give ongoing, honest feedback; coach for success
- Recognize good performance
- Visit crews in the field
- Remove obstacles to day-to-day performance
- Provide tools, information, training  
*Foster Teamwork and Cross-functional Collaboration*
- Encourage cooperation/remove obstacles between work groups/departments
- Encourage collaboration/peers helping peers  
*Create a Diverse, Inclusive Workforce*
- Ask for employee input on work process/practice improvements and before implementing change that will affect them
- Encourage ideas  
*Lead Change*
- Deliver effective, positive communications about change to your team
- Exhibit a "can-do" attitude to successfully implement changes in priorities and work processes
- Respond positively to new demands or circumstances  
*Focus on the Customer*
- Ensure that everyone on the team understands our customer promise and provides superior customer service
- Be a role model for the team on delivering superior customer service.

Other: Federal Operation Qualification requirements apply. This is a safety sensitive position and subject to random drug testing.

#### **EEO Statement**

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.

VEVRRRA Federal Contractor

Please apply at: <https://jobs.eversource.com/job/hyde-park/supervisor-project-controls-ma/7774/13118144>