Program Manager, Regulatory Compliance  
(Salem / Londonderry / Manchester)

Our vision is to be the utility company most admired by customers, communities and investors for our people, passion and performance.

Accountabilities:
Responsible for the daily oversight, management, development, and implementation of Regulatory Compliance programs, policies, procedures, standards and operations for NH Operations Department to ensure compliance with federal and state laws and regulations affecting Liberty Utilities. Direct the development and implementation of procedures and controls, to promote communication and adequate information flow, thereby solidifying management control and direction of the enterprise.

- Responsible for the annual review and revision of the Company:
  - Emergency Response Plans
  - Operating and Maintenance Manual
  - Operator Qualification Plan
  - Public Awareness Plan
  - Control Room Management Plan

- Responsible for the notification and reporting to federal and state regulators of certain incidents and events.
- Act as the Regulatory point of contact between the Company and the NH PUC Safety Division.
- Process NH PUC Safety Division Enforcement Actions.
- Represent the Company before Industry groups and at Regulatory agencies.
- Maintains liaison with appropriate federal and state agencies regarding daily operations and training relative to gas and electric operations.
- Monitors gas and electric regulatory agencies for potential rulemakings and advisory notices impacting the gas and electric operations.
- Interprets federal and state regulations to assist the needs of Field Operations and Engineering.
- Develop and establish operating policies consistent with Liberty Utilities policies and objectives and insure their adequate execution.
- Appraise and evaluate the results of overall operations regularly and systematically, and reports these results to the NH Leadership.
- Ensure that all activities and operations are performed in compliance with local, state, and federal regulations and laws governing business operations.
- Develop, implement, maintain, and revise company policies and procedures for the general operation of the Compliance Program and its related activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program.
- Collaborate with other departments (e.g., Risk Management, Internal Audit, Employee Services, etc.) to direct compliance issues to appropriate existing channels for investigation and resolution.
- Identify potential areas of compliance vulnerability and risk; develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
• Monitor, and as necessary, coordinate compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.

**Education & Experience:**
• Bachelor’s degree in Engineering, Business, or related discipline.
• Minimum 5 years of effective work-related experience in Regulatory Compliance required.
• Proven leadership ability to promote business change management at all levels of an organization.
• Develop partnerships and build consensus between stakeholders within and external sources required.
• Ability to present analysis and findings in a cohesive, understandable and actionable format to department management and others.
• Excellent verbal and written communication skills regarding complex and sensitive issues with the ability to communicate clearly, concisely and effectively.
• Proficient computer skills with software applications in Microsoft Office Suite and Outlook.
• Ability to work well under an ever-changing, fast-paced environment and take accountability for assigned programs, deliverables, and results

*Apply Link: [https://algonquin.applicantstack.com/x/detail/a27p2ka8t4lk](https://algonquin.applicantstack.com/x/detail/a27p2ka8t4lk)*

We are an equal opportunity employer and value each person’s unique background, diversity, experiences, perspectives and talents. Full participation of all employees in a safe, healthy and respectful environment is key to individual and company success.