



DIRECTOR OF OPERATIONS

POSITION SUMMARY

The Director of Operations position at Northeast Gas Association (NGA) reports to the Vice President of Operations. The Director of Operations is responsible for oversight of a highly structured operations organization comprised of numerous committees and working groups that are tasked with responding to multiple state, regional and national initiatives throughout the northeast U.S. The Director of Operations is responsible for the development of curriculum for NGA's operations focused membership events including the Gas Operations School and Spring and Fall Operations Conferences as well as other operations related workshops, training programs, and events. Additionally, the Director of Operations is responsible for oversight and execution of a number of NGA program activities including NGA's Mutual Aid Program. The position oversees a wide range of gas operations and engineering related projects with emphasis on pipeline safety, environmental and regulatory related activities.

The successful candidate will lead and collaborate with multi-disciplinary teams of subject-matter-experts including utility operations, engineering, and training personnel as well as contractor personnel. Broad technical competency across the gas distribution sector is required. The Director of Operations position requires 7+ years of gas operations experience or a minimum of 3 years of gas operations/engineering experience with engineering degree. A strong working knowledge of federal and state pipeline safety codes is also required. The successful candidate must have excellent written and verbal communication skills, experience in effectively facilitating meetings, and strong organizational and project management skills. This position will have a prominent level of visibility with gas utility and contractor company personnel. Due to the collaborative nature of this position and NGA's regional footprint, the Director of Operations may be required to travel 20% - 30% of the time.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Oversee comprehensive operations section committee structure, comprised of 29 committees, including annual committee goal development and completion of deliverables
- Coordinate state advisory committee activities and collaboration with regional/national natural gas associations responsible for addressing code compliance issues and proposed regulations
- Development, implementation and enhancement of utility pipeline safety and operations management training programs
- Development and coordination of association conferences, workshops, and seminars
- Provide members consultant type services specific to regulatory compliance matters
- Coordinate, maintain and activate, as needed, critical operations-related Emergency Mutual Assistance program services
- Responsible for establishing and maintaining relationships with member company personnel
- Remaining current on issues impacting member companies including travel to member company operations facilities and industry meetings
- Represent NGA at industry and government operations-related conferences, committees, etc.

MANAGEMENT AND COMMUNICATION REQUIREMENTS

- Manage all aspects of assigned committee activities and projects including technical and administrative oversight, day-to-day guidance on program initiatives, budgetary and long-range project planning;
- Interact and communicate through verbal and written media at multiple management levels including subject-matter-expert teams, working groups, and NGA committees;
- Providing reports to multiple entities on challenges, initiatives, rulemaking initiatives and other activities related to operations as appropriate
- Perform market and industry research for the purpose of gathering and providing necessary information to establish the business and technical justification for program initiatives;
- Communicate (verbally and written correspondence) with member companies, contractors, and other operations and engineering professionals regarding program initiatives;
- Preparation of joint-industry-comments capturing membership's interests and concerns relative to state and federal rulemakings
- Develop and deliver high level presentations and technical papers at NGA and other industry conferences and events;

EDUCATION & EXPERIENCE REQUIREMENTS

- Minimum 7 years of experience in a natural gas utility operations or a minimum of 3 years of gas operations/engineering experience with an engineering degree
- Bachelor's Degree in Engineering: Civil, Chemical, Mechanical, or Industrial majors preferred
- Demonstrated technical writing skills
- Experience working on multiple projects at various stages of completion
- Experience working on projects that cross disciplines
- Experience working both individually and in a team environment

KNOWLEDGE & SKILLS

- Demonstrated knowledge in a gas operation, construction, and/or engineering disciplines
- Working knowledge of Microsoft Office suite including Excel, Word, Access, and Project Management software
- Meeting facilitation
- Project management (Project Management Professional-PMP certification a plus)
- Listening and comprehension
- Verbal communication at a technical and layperson level
- Presentation skills to subordinate, peer, and management audiences



- Ability to engage with executives, engineers, and operations personnel
- EIT or Licensed Professional Engineer a plus

PERSONAL ATTRIBUTES

- Effective relationship builder with a diverse range of stakeholders
- Hard working (roll-up-your-sleeves work ethic)
- Self-motivated
- Engaging
- Results oriented
- Creative; innovative
- Flexible; adaptable; able to manage a variety of responsibilities
- Agile; able to move quickly
- Great presence and confidence

LOCATION

NGA offices in Needham/Westborough, MA. Remote work options will be considered, dependent on the experience of the successful candidate.

TRAVEL

20-30% travel commitment to committee meetings and member locations as well as attendance at industry conferences and workshops.

COMPENSATION

A competitive total compensation and benefits package will be offered to the successful candidate.

Please send resumes to hr@northeastgas.org