

# Middle Tennessee Natural Gas

## JOB DESCRIPTION

Position: Operations Superintendent Labor Grade: \_\_\_\_\_

Department: Operations O/T Status: Exempt

Manages: Operations and Customer Service Personnel

Reports: Vice President-Operations & Customer Service & Chief Operating Officer

Approved by/Date: JSH 9/16/19

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### JOB SUMMARY

The Operations Superintendent ensures the safe, adequate, efficient operation of the MTNG distribution system while projecting a professional image to customers and fellow employees. This position requires independent judgment, initiative, and maximum consideration for the safety of customers and general public as key factors in the success of the organization. The Operations Superintendent manages assigned duties in accordance with set District policies and federal and state regulations. The Operations Superintendent plans for and administers action in such a manner that optimum results are achieved in relation to set goals and objectives. This position operates under the direction of the Vice President-Operations & Customer Service & Chief Operating Officer.

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### JOB DUTIES (INCLUDING, BUT NOT LIMITED TO):

1. Provide guidance to subordinates in operational, technical, and safety procedures according to established policies, codes and regulations.
2. Show clear understanding of job related techniques, skills, and proven processes to ensure objectives are accomplished.
3. Must exhibit knowledge and competence in regard to relevant code requirements and regulations, including MTNG Operator Qualification Program, MTNG Construction Specification, TRA, DOT-OPS, National Gas/Building Codes and OSHA regulations.
4. Respond to, evaluate emergencies involving situations hazardous to the public, and ensure that key personnel are assigned to resolve any and all emergencies.
5. Maintain composure and satisfy requirements under stressful conditions.
6. Provide information of emergency incidents to key company personnel and make notification to state and federal agencies, when required.
7. Maintain an appropriate relationship with the local Fire, EMS, and Police agencies as required.
8. Develop and recommend specific proposals to provide service to potential growth areas in designated franchise area and operate within an approved capital and operation budget.

9. Respond to customer issues in a fair and timely manner.
10. Evaluate the services of sub-contractors and take required action in areas that need improvement.
11. Inspect and manage pipeline projects in accordance with District, State, and Federal guidelines.
12. Manage and evaluate maintenance programs i.e., leak survey, cathodic protection, regulator maintenance, third party damage efforts, valve program, and other type system maintenance as needed.
13. Effectively convey and receive information to ensure situations are resolved in an acceptable and timely manner.
14. Identify problem situations, gather needed information, recommend solutions and follow through with the decision that will fairly and effectively resolve the issue.
15. Relate to and interact with other departments in a positive way that results in cooperation and mutual respect.
16. Influence activities of individuals or groups in a desired direction by setting examples, operating within set guidelines and from personal credibility.
17. Enhance growth opportunity through active participation in civic, community and charitable organizations.

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#### **INTERACTION AND LEVEL OF INDEPENDENCE:**

High level of interaction with fellow employees and customers throughout the District and with the public in general. High level of individual goal setting and prioritization of time and resources required. Must make independent decisions in accordance with District policies and procedures. Maintains the highest level of honesty and integrity. Requires judgment, initiative and consideration for employees, customers, and for the District's reputation and image.

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#### **REQUIRED JOB SKILLS:**

Must have a valid TN driver's license and safely operate company assigned vehicles.  
Must be of good physical condition.  
Subject to a mandatory pre-employment physical.  
Must have knowledge of natural gas, operation, construction, and customer service.  
Minimum two years of higher education-college degree preferred.  
Minimum of ten years proven natural gas operation background.

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## **REQUIRED PHYSICAL CONDITIONS:**

Must be able to drive throughout the District by motor vehicle and occasionally travel by plane.  
Must be able to speak and hear clearly.  
Must be of good physical condition.

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## **MEASURMENT CRITERIA:**

Subject to mandatory pre-employment drug testing and random, post accident, probable cause for drugs and for alcohol testing.

MTNG Standard Practice Manual

MTNG Employee Handbook

U. S. Department of Transportation

Tennessee Regulatory Authority

All local, state and federal regulations.

Will be evaluated by the Vice President-Operations & Customer Service & Chief Operating Officer.

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