

POSITION DESCRIPTION

A. Position: **CHIEF OPERATIONS OFFICER**

B. Position Function:

1. The Chief Operations Officer (“COO”) is a strategic leader responsible for ensuring operational efficiency, process improvement, and resource management across the operations of the Cooperative.
2. The COO oversees day-to-day business functions, guides major projects, and fosters a culture of accountability and continuous improvement.
3. By combining strong organizational leadership and strategic oversight of key operational functions, the COO is to advance Cooperative goals, enhance performance and support growth in a dynamic environment.
4. The COO is a trusted, well-organized leader who excels at multitasking, building relationships and serving as the primary point of contact for the Board and staff in the CEO’s absence.

C. Reporting Relationships:

1. Reports to: Chief Executive Officer (CEO)
2. Responsible for: Distribution Engineering Department
Operations Engineering Department
Line Department

D. Duties and Responsibilities:

Within the limits of operating procedures, approved work plans and budgets and specific delegation from the CEO, the COO assumes the responsibility and has commensurate authority for the following activities, recognizing the continuing responsibility of this position for developing and maintaining a favorable cooperative image consistent with the cooperative strategic goals:

As a member of the General Staff:

1. Communicates the Cooperative's Mission Statement, Strategic Goals and policies to establish direction and to obtain understanding and commitment by the employees.

2. Develops recommendations regarding departmental organizational structure and staffing to accomplish approved program goals through the most effective and efficient utilization of available resources.
3. Maintains effective internal and external relationships to enhance information transfer, productivity, and the ability to influence decisions of others.
4. Selects and recommends the transfer, promotion, termination, and disciplinary action of immediate staff, to accomplish approved program goals and to assure effective and efficient utilization of available human resources.
5. Represents the Chief Executive Officer (CEO) as assigned to ensure adequate representation of the Cooperative's interests.

As the Chief Operations Officer:

1. Oversee and continuously improve the Cooperative's operational efficiency, align activities with strategic goals and fostering a culture of accountability, collaboration, and innovation.
2. Manage day-to-day business functions, including resource allocation, personnel, and budgets, while ensuring compliance with safety regulations and organizational policies.
3. Provide strategic oversight across operational areas, identifying needs, making recommendations, and supporting sustainable growth.
4. Develop and maintain positive relationships with members and communities, representing the Cooperative professionally and fostering community engagement.
5. Support organizational policies, procedures, and standards through participation in development, review, and implementation efforts.
6. Stay current with industry changes, legislation, and best practices, making informed recommendations to ensure ongoing compliance and operational excellence.
7. Collaborate with leadership and departments to support project implementation, monitor progress, and ensure operational goals are achieved.
8. Conduct audits, troubleshoot issues, and ensure operational procedures are effective and compliant.
9. Exercise sound judgment, discretion, and flexibility to adapt to evolving organizational needs, including after-hours responsiveness as required.
10. This list of responsibilities is not intended to be all-inclusive and may be expanded to include other duties that the CEO deems necessary.

E. Internal Relationships:

1. With the CEO: To accept supervision and direction from, assist and advise, recommend, consult with, and review day-to-day and future strategic activities.

2. With the Department Heads and Managers: To relay information to and from the CEO. To support strategic planning, decision-making, and provide guidance and oversight for operational activities.
3. With the Employees: To receive or relay information, foster a positive and productive work environment, communicate operational objectives, and address concerns.

F. External Relationships:

1. With the Board of Directors – to provide reports and information as requested by the CEO. To serve as the primary point of contact for the Board and Staff when the CEO is unavailable.
2. With related organizations: RUS, NMPRC, NRECA, NMRECA, all other cooperatives in New Mexico, and other organizations as directed.
3. With regulatory bodies: To ensure compliance with all applicable laws and regulations.
4. With representatives of other utilities –to direct to the proper person or department, answer inquiries and assist when possible.
5. With outside contractors/consultants: to work with or assist as needed or directed.
6. With members: To understand and address their concerns, elevating issues to the CEO when necessary to ensure member satisfaction and effective resolution.

G. Position Requirements:

1. Skills and knowledge that are normally acquired through a high school diploma.
2. Minimum seven years of increasingly responsible experience, preferably in electric utility systems.
3. Minimum five years of managerial experience, preferably with an electric utility.
4. Minimum of five years' experience managing the work of others demonstrating the leadership skills of planning, directing, and advising employees while maintaining effective relationships both within and outside the organization.
5. Strong understanding of the Cooperative's operational principles, process improvement methodologies and project management.
6. Should possess in-depth working knowledge of consumer-owned utility relationships and standards.
7. Strong financial acumen and knowledge of budgeting and cost-control are desirable.
8. Skills in developing plans, procedures, and goals required.

9. Must possess a valid New Mexico driver's license or ability to obtain license prior to employment. Must be eligible to be and remain insured as a driver by the Cooperative's group liability policy for the automotive fleet.
10. Must be able to travel throughout the service area. Occasional travel is required to represent the Cooperative at training and information meetings of allied organizations and professional groups.
11. Must be able to attend work on a regular and predictable basis. Work is regularly scheduled Monday through Friday, with occasional work outside of normal working hours as required.

Confidentiality Acknowledgement: Chief Operations Officer acknowledges the need of confidentiality of all cooperative matters and further acknowledges that no information of a confidential matter will be released or communicated without the express authorization of the Chief Executive Officer (CEO).

H. Knowledge, Skills, and Abilities:

1. A high level of independent judgment is required in this position. Should be capable of drawing valid conclusions and project consequences of decisions and recommendations as well as setting priorities and meeting deadlines.
2. Maintenance of accurate records is essential.
3. The ability to effectively coordinate available resources, set priorities and multi-task projects with accuracy and completion with little to no supervision is required.
4. Requires analyzing data and reports, conducting research, and coordinating people and resources.
5. Must possess the ability to build, supervise, train, evaluate, and lead high-performing teams and assigned staff.
6. Ability to collaborate and correlate with various departments.
7. Must be courteous, friendly, and able to work well within diverse groups of people. Must possess the ability to gain and maintain effective working relationships and the respect of others, both inside and outside the Cooperative.
8. Must be able to remain calm in difficult situations.
9. Must be able to follow directions and work with other Cooperative personnel as assigned.
10. Must communicate and work effectively with others via verbal and written communication at all levels of the Cooperative.
11. Must be able to present information to others and work under stress.
12. Must be able to prepare and file required reports in an efficient and understandable format.
13. Must be highly self-motivated, self-directed, and attentive to detail.

14. Must possess a high level of integrity, honesty, dependability, and trustworthiness.
15. Must have excellent analytical, critical thinking, and problem-solving skills.
16. Must be flexible, adaptable, efficient, and cost-effective.
17. Must possess strong leadership, communication, and interpersonal skills.
18. Must have excellent computer skills and be able to master new concepts and unfamiliar software quickly and efficiently. Must be able to use office equipment, such as a copier, computer, and printer.
19. Must be able to perform job duties as assigned.

I. Physical Demands: Central Valley Electric Cooperative, Inc. has deemed the Chief Operations Officer to be a safety-sensitive position.

1. Primarily works in a climate-controlled office environment.
2. Primarily sedentary work with occasional physical demands (i.e., sitting, standing, walking, bending, reaching).
3. Requiring exertion of up to 25 pounds of force occasionally and/or a negligible amount of force frequently.
4. Light lifting of generally 25 pounds or less.
5. Requires repetitive motions with hands and fingers such as dialing and keyboarding.
6. Good sensory awareness including vision and hearing.
7. Must be willing to submit to random alcohol and drug testing per company policy.

Chief Executive Officer

Date

Chief Operations Officer

Date