



## General Manager Job Description

**Organization:** Doniphan Electric Cooperative

**Job Title:** General Manager

**Job Classification:** Exempt, Full-time

**Reporting Relationship:** Board of Trustees

### **Primary Accountabilities:**

The General Manager is responsible for providing strategic leadership for the Cooperative by working with the Board of Trustees and Management to establish long-range goals, strategies, plans and policies. This position is also responsible for administering all the Cooperative's programs including policy administration, personnel management, strategic planning, human resources, operations, billing and finance. The General Manager will exercise high-level skills of problem solving and decision-making in matters which have a major impact on the on-going success of the Cooperative.

### **Major Duties:**

- Establishes employment and administrative policies and procedures for all functions and for the day to day operations of the Cooperative, as well as recommends revisions to the Cooperative's policies to the Board.
- Administers and approves the Cooperative's budget, including approval of non-budgeted items which are vital to the Cooperative or effect unanticipated emergency maintenance and repairs.
- Provides strategic leadership for the Cooperative by assisting with the implementation of a sound operational and strategic plan.
- Develops plans for annual and other meetings of the Cooperative, as well as makes appropriate recommendations to the Board of Trustees, as needed.
- Formulates annual work plans and budgets for the Cooperative and recommends them to the Board.
- Studies and analyzes the Cooperative's rates and service rules and regulations periodically to ensure they meet current operating requirements, as well as to make appropriate recommendations to the Board.
- Develops a strategic marketing plan which improves the load factor, utilizes excess capacity, enables the members to efficiently utilize electric energy and allows other such products and/or services to be marketed to members and non-members as approved by the Board of Trustees.
- Reviews the activities of the Cooperative periodically to determine the organization structure best suited to carry out the overall objectives of the Cooperative within the limitations of the budget.
- Determines the need for additional positions, transfers, reassignments or elimination of present positions within the limitations of the approved budget.
- Oversees recruitment, interviewing, employee selection, hiring, employee disciplinary actions and termination of employees, if applicable.
- Administers the Cooperative's employment policies, including hiring, disciplining and terminating of staff.
- Manages the human resources of the Cooperative in collaboration with the staff in order to maintain full compliance with applicable federal and state laws and regulations.

- Increases Management and employees' effectiveness by coaching, counseling, communicating values, strategies and objectives, assigning accountabilities, appraising job results, developing incentives and providing and participating in educational opportunities.
- Develops and implements a systematic wage and salary plan with approval from the Board.
- Recommends all plans for corporate borrowing or buying to the Board and carries out the negotiations of the approved plans.
- Oversees the development and implementation of a program of community and economic development.
- Manages procurement, bidding and postings of monthly material and supply usage.
- Reports to the Board on a number of topics, including but not limited to, revenues and expenditures compared to the budget, financial reports, labor relations, member complaints, effectiveness of member meetings, reliability of service, bylaws and availability of power supply.
- Represents the Cooperatives as the chief spokesperson which includes actively seeking out and maintaining community contacts and participating in community events to help build a positive image and relationships.
- Develops and implements a legislative program which furthers the Cooperative's objectives and policies, as well as participates with allied groups in order to obtain their increased understanding and support of the Cooperative's legislative objectives and program.
- Administers or approves activities with respect to personnel benefits: vacations, holidays, sick leave, and other programs and policies.
- Researches and recommends, to the Board, outside consultants; and to negotiate contracts or agreements for specialized services, within budget limitations.
- Maintains a neat office environment and working area.
- Performs additional duties as required or assigned by the Board.
- Plans, prepares and attends Cooperative board meetings.
- Participates in the annual meeting, as required

**Required Qualifications:**

- Bachelor's degree in business, engineering or a related field is preferred.
- At least 10 years of progressively responsible business experience is preferred.
- Experience in budget preparation and fiscal management and the ability to develop and maintain recordkeeping systems and procedures.
- Proven ability to make critical decisions to drive positive operational and financial performance.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources and the ability to provide strategic direction, leadership and vision to the Cooperative's employees.
- Knowledge of employee practices and related laws, regulations and standards.
- Proficient in computer and word processing skills; Microsoft Word, Excel and Outlook.
- Ability to communicate clearly and professionally through both verbal and written skills.
- Ability to develop and implement cost saving measures while working within the approved budget.
- Ability to analyze data or information by identifying the underlying principles, reasons or facts of information and use logic to address work-related issues and problems.
- Ability to make decisions while exhibiting sound and accurate judgment.
- Strong interpersonal communication skills and the ability to establish and maintain effective working relationships across all levels of the Cooperative.

- Demonstrated poise, tact, and diplomacy with the ability to handle sensitive and confidential information and situations.
- Trained and able to perform First Aid, AED and CPR at required intervals.
- Must possess a knowledge of modern office practices, procedures and equipment, including computers, calculators, typewriters, copiers and other standard office equipment.

**Physical Demands:**

- Ability to sit or stand for extended periods of time.
- Ability to stand, lift, carry, push, pull, balance, stoop, reach, handle, talk, hear, see, grasp, move head and neck and movement across mid-line.
- Ability to lift up to thirty (30) pounds with frequent lifting and/or carrying of objects weighing up to twenty-five (25) pounds.
- Finger dexterity, manual dexterity, alertness, precision, motor coordination, auditory discrimination and tactile discrimination.

**Work Environment:**

- Inside/Indoor environment which provides protection from weather conditions, but not necessarily temperature changes.
- Performance of duties will occasionally require exposure to outside weather: including extreme cold; extreme heat and risk of electrical shock.
- There will be occasional exposure to moving mechanical parts, fumes or airborne particles.
- Interaction with staff and customers.
- Some emergency work of irregular hours may be required.
- Noise level is usually moderate.

**Travel:**

- Occasional overnight travel in-state and nationally.

If interested in this position, please apply online:

<https://www.hrpartnersks.com/jobs/1527-doniphan-electric-cooperative-general-manager>

Or, please contact Kristina Dietrick, President of HR Partners:

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