



**JOB TITLE:** Sr Engineer, Renewable Energy

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for performing engineering activities to support the development and delivery of renewable energy programs and services. This position is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

Works with a team of engineers to develop and deliver renewable energy programs, projects and services to meet customer and stakeholder needs.

Participates in the evaluation of renewable energy procurement processes and projects.

Provides engineering support for the development, implementation and continuous improvement of renewable energy interconnection processes and standards.

Assists in planning and coordinating engineering activities for a multi-disciplinary team of engineers.

Maintains systems and processes for accurate data collection, data management, analysis and reporting on key performance indicators related to renewable energy procurement.

Provides research, analysis, and documentation leveraging the latest renewable energy industry studies and data.

Demonstrates the ability to develop pragmatic solutions to technical issues that balance engineering rigor with cost, schedule, and scope considerations.

Demonstrate expert knowledge in project management and time management skills required to deliver high-quality results on time and on budget with the ability to prioritize assignments to meet commitments.

Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers.

Excellent team player.

Follow all policies and procedures.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Required Education

Bachelor of Science Degree in Engineering.

Preferred Education

Bachelor of Science Degree in Electrical Engineering.

Required Experience

Minimum 3 years of experience in the renewable energy and/or utilities industry or similar field.

Preferred Experience

Bachelor of Science Degree in Electrical Engineering.

Technical knowledge in power flow, short-circuit, motor starts, and power quality issues such as harmonics and flicker.

Technical knowledge of DER interconnection, Volt-VAR optimization, and other emerging technologies.

Technical knowledge in applicable IEEE Standards, such as 1547 and 519.

Required Licenses/Certifications

Valid driver's license

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

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**JOB TITLE:** Analyst, Media & Digital Brand Strategy

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Manager of Media and Digital Brand Strategy or its designee, the Analyst, Media & Digital Brand Strategy, create content and measure the performance of digital channels. The analyst will also undertake various activities that support the development of all digital channels overseen by the Manager of Media Strategies, including but not limited to our company website lumapr.com, our customer portals Mi LUMA Web and Mi LUMA App, our social media channels, our email channel, and our internal SharePoint site.

#### **JOB DESCRIPTION:**

Working knowledge of digital analytics tools to report on critical KPIs  
Assists in the creation of communication content for social media channels  
Identifies opportunities for improvement to the digital channels and to collect and analyze data  
Creates reports for using graphs, infographics, and other methods to visualize data  
Problem-solving to support overall LUMA media, social or digital performance and achieve goals  
Liaise with the Customer Experience department to answer their questions about the digital channels, help them troubleshoot customer problems, keep them informed of enhancements as they are introduced, create training materials for them and develop a user acceptance team with designated CX personnel. Incorporates input to inform channel development plans.  
Leads user acceptance testing sessions for all digital channel improvement releases.  
Leads usability testing for the digital channels.  
Can design features and improvements for the digital channels considering user experience.  
Tracks customer issues and helps the manager inform road map decisions with that input.  
Analyzes website usage and traffic analytics.  
Organized, analytical and problem-solving skills and self-starter  
Experience with project management, statistical software, and excellent use of the Internet and handling of MS Office programs such as Word, Excel, and PowerPoint.  
Should have good technical writing skills in Spanish and English  
Ability to set and meet deadlines  
Ability to work in high-pressure situations and many different tasks at a time.  
Reporting and data visualization skills  
Excellent attention to detail  
Follow all policies and procedures  
Perform major storm restoration work and associated drills as assigned  
Perform other duties as assigned

#### **REQUIREMENTS**

Leadership Responsibilities

N/A

#### Education

##### Required:

Bachelor's degree in Communication or related field.

Fully Bilingual (Spanish- English)

#### Experience

##### Required:

+1 Year of work experience

##### Preferred:

+3 Years in project management or related field

#### Licenses/Certifications

N/A

#### Travel Requirements

Travels: Yes

Percent of time: 20%

Overnight required: Yes

#### Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5 - 10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

#### Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Controller

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Controller is responsible for the oversight of all aspects of the company's accounting and reporting as well as all accounting and control functions, including oversight of financial reporting, controllership, budgeting, financial planning and analysis, monthly financial close, accounts payable, payroll, accounting internal controls, processes and procedures, internal financial systems and property accounting.

The Controller provides direction and leadership to the team as well as leading the accounting function, with emphasis on organizational effectiveness, executive and operations support and regulatory financial compliance. This role is responsible for setting and enforcing the company's accounting policies and supporting business processes, strategically managing all aspects of financial statement risks, and for developing and managing relationships within non-finance functions to achieve best practices. Key responsibilities include technical accounting requirements, internal controls, managing external audits, financial accounting and reporting systems that support the organization. This role must demonstrate the ability to anticipate and mitigate organizational risk and will play a role in driving the achievement of the company's strategic goals. This role is responsible for regular and direct interface with the executive and senior management team as well as the company's internal auditors, independent auditors, and the board of directors, while also working in tangent with the Internal Audit function.

**JOB DESCRIPTION:**

Work closely with the CFO on developing financial strategies for the company while assuring compliance with local laws and regulations

Maintain effective communication and collaboration with business partners & supporting functions - proactively contribute to maintaining and improving a strong internal control environment, involve and drive standardization of process improvement & sharing best practice across the company

Ability to bring clarity to complex business issues and proven success in managing complex projects & processes

Has strong analytical skills and attention to detail to prepare financial statements and other reports to summarize and interpret current and projected company financial position

Monitor compliance with generally accepted accounting principles (GAAP) and company procedures

Issue timely and complete financial statements under GAAP; reviews, investigates, and corrects errors and inconsistencies in financial entries, documents, and reports.

Evaluate current accounting practices and policies and drives continuous improvement

Support the coordination and review of the annual budgets and quarterly forecasts

Prepare monthly and quarterly financial reporting and analysis of company results to budget, forecast and prior periods. Coordinate monthly and annual closing processes

Work with internal and external auditors during financial and operational audits. Manage relationships with external auditors

Participate in meetings with the Audit Committee of the Board of Directors

Perform ad-hoc financial analyses to support decision-making by senior management and the Board of Directors with respect to financing, investor relations and strategic matters

Proficient in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset

Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint

Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data

Strong organizational skills required to manage multiple, concurrent tasks

Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines

Strong verbal and written communication as well as presentation skills

Strong interpersonal skills: must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence

Performs other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

## **REQUIREMENTS**

Leadership Responsibilities:

Manage Several Employees

Education

Required:

Bachelor's Degree in Accounting, Finance or Business Administration

Experience

Required:

Minimum of 11 years of experience in similar roles accompanied by leadership responsibilities

Preferred:

Experience in utility industry accounting

Licenses/Certifications

CPA (Certified Public Accountant)

Valid driver's license

Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: Yes

Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom  
Grab - Seldom  
Bend - Seldom  
Lift/carry over - 10 - 30 LBS  
Vision - Vision acuity to operate vehicle  
Hearing - Receive detailed information if spoken to  
Working Conditions  
Wet or Humid - N/A  
Working near or on moving mechanical parts - N/A  
Working near or on heavy machinery - N/A  
Working in high places - N/A  
Exposed to fumes or airborne particles - N/A  
Exposed to toxic or caustic chemicals - N/A  
Frequency of working in outdoor weather conditions - N/A  
Work with Electricity - N/A  
Work with explosives - N/A  
Work on or near a source of radiation - N/A  
Loud noise conditions (above 87dB)- N/A  
Other Environmental Factors including weather conditions\_\_\_None\_\_\_

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**JOB TITLE:** Director, Federal Funding

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director – Federal Funding is responsible for leading the day-to-day activities related to the Federal Funding process as well as to provide leadership in the development and implementation of operating models that drive the optimization of the overall process. The Director will work closely with Operations, Plant Accounting, Budgeting & Planning, Treasury, and other groups involved in the System Remediation Plan (SRP).

**JOB DESCRIPTION:**

Work closely with Plant Accounting to ensure that scope of completed work for each work order is consistent with the approved in the SRP

Work closely with Budget & Planning to ensure Federal and Non-Federal Funding are properly segregated  
Providing guidance to construction management on any project that required scope or budget modifications and ensuring those are properly completed

Oversees the preparation of any cost reimbursement as required by FEMA

Oversees the response to FEMA requests pertaining to funding request

Monitor filed funding requests to ensure timely reimbursement

Proficient Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset

Advanced Microsoft Office skills in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint

Strong analytical skills

Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data

Strong organizational skills required to manage multiple, concurrent tasks

Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines

Strong interpersonal, written and verbal communication, as well as presentation skills

Ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence

Performs other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education Required:

Bachelor's Degree in Accounting, Finance or Business Administration

Experience Required:

Experience in cost accounting concepts

11 years of experience in a managerial or leadership role

Preferred:

FEMA compliance experience preferred

License and Certifications:

Valid driver's license

CPA (Certified Public Accountant)

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**JOB TITLE:** Cost Accountant

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Cost Accountant assists in the preparation and submission of federal funding requests. The Cost Accountant works closely with the Cost Controller, Federal Funding to ensure that funding requests are filed timely and in conformance with FEMA requirements. The role assists in monitoring outstanding reimbursements and follow up with FEMA to ensure timely funding reimbursement.

**JOB DESCRIPTION:**

Work closely with Plant Accounting to assist with ensuring the scope of work completed for each work order is consistent with that approved in the SPR

Work with Budget & Planning to assist in ensuring Federal and Non-Federal Funding are properly segregated

Work with the construction management to develop appropriate support for any changes to be made concerning projects that require scope of budget modifications

Assist with preparing the cost reimbursement requests as required by FEMA

Assist with the response to FEMA requests pertaining to funding request

Monitor filed funding requests to ensure timely reimbursement

Proficient in the Spanish language with the ability to read, write and speak

Spoken and written English fluency will be considered an asset

Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.

Strong analytical and attention to detail skills

Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data

Strong organizational skills required to manage multiple, concurrent tasks

Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines

Strong verbal and written communication as well as presentation skills

Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence

Follow all policies and procedures

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required:

Bachelor's Degree in Accounting, Finance or Business Administration

Experience

Required:

Minimum of 3 years of experience on similar roles

Preferred:

FEMA compliance experience preferred

Experience with cost accounting concepts

+ 3 years of experience on similar roles

License/Certifications

Required:

Valid driver's license

Preferred:

CPA (Certified Public Accountant)

Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: Yes

Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - N/A - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 – 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Engineer, Trans Planning and Support

**DEPARTMENT:**

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Engineer Transmission Planning and Support provides engineering analysis and analytic support to the control center with regards to all unplanned outages, events and incidents that impact the Generation and Transmission systems. The support includes post-event analysis, root-cause analysis, human element outages and asset management strategy in accordance with operation requirements and corporate strategies.

The role is responsible to produce, update and maintain Generation and Transmission system operational procedures and processes. This includes, ensuring changes in procedures and processes are documented and communicated to the appropriate stakeholder.

**JOB DESCRIPTION:**

While applying strong attention to detail, provide engineering support to the control room in system performance related to the electric transmission system.

Participate, assist and provide input to the development of system performance matrix for the Transmission electric system.

Produce, update, and maintain operating procedures and processes and ensure compliance with any regulation, law, safety, or environment requirements.

Provide input to System Operation leaders in the development of root-cause analysis framework and perform root-cause analysis followed the pre-established framework.

Perform post events and disturbances analysis, ensure they are technically sound and aligned with System Operation policies and procedures.

Participate in the human performance working team to identify human-related outages, produce lessons learned and follow through with implement improvement changes.

Use strong verbal and written communication skills to assist others with (or lead) the coordination of studies and analyzes aimed at improvement, reliability, stability and optimization of Generation and Transmission systems.

Work with and provide support to Distribution Performance Engineer on the technical matters that impacts the performance of the Distribution system.

Use strong analytical and problem-solving skills to analyze operations logs, real-time, historical data, measurement instruments or indicators to detect any failures and irregularities for improvement and determination of efficiency and productivity levels of the generating plants and Transmission electrical

Use strong interpersonal skills to build effective working relationships. Work with other engineer teams in the corporation and represent System Operation in Asset Management, Planning strategy and other corporate initiatives.

Follows all policies and procedures.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### Education

#### Required Education

Bachelor's Degree in Electrical Engineering from an accredited university or college.

### Experience

#### Required Experience

Four years of utility experience the area of power generation, power system, power quality and/or real-time control center operation.

#### Required Licenses/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Valid driver's License.

Complies with the training required by law according to the requirements of the position.

Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors.

### Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: No

### Physical Demands

Stationary Position - Constantly

Pushing/Pulling/Reaching - Frequently

Climb - Frequently

Kneel - Frequently

Grab - Frequently

Bend - Seldom

Lift/carry over - 31- 50 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

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**JOB TITLE:** HR Project Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible of keeping track, record, and process all HR Department/Management/Leadership expenses and transactions into the Oracle system. Provides direct administrative support to the Chief People Officer and HR Leadership. Lead efforts of all special projects assigned by Chief People Officer. Provides administrative support in the preparation of the HR annual budget and the monthly review/analysis of expenses.

Administers policies and procedures, monitors administrative projects, and maintains schedules while exercising strict confidentiality.

**JOB DESCRIPTION:**

Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc.; may prepare responses to routine correspondence and inquires.

Maintains files and records, analyzes data, and may coordinate preparation of reports.

Handles a wide variety of complex and confidential situations and resolves conflicts involving the clerical and administrative function of the office.

Collaborates in the coordination and planning of Human Resource events and meetings during the year.

Assists Chief People Officer and HR Leadership with all functions of daily operations.

Ensures regulatory and procurement processes and reporting are processed and compiled in a timely manner.

Liaising and collaborating across HR teams and other LUMA departments for ad-hoc and routine requests.

Attends meetings and takes actions to ensure deliverables are met.

Analyzes, audits, and reports on information provided by multiple sources (e.g., Finance, Regulatory, HR, etc.)

Manages invoices and coordinates invoices approvals; works with Accounting for department purchases.

Manage invoices and coordinate all related to office equipment purchases, supplies and inventory.

Professional working level ability in both written and verbal English and Spanish is a requirement in order to seamlessly communicate across internal and external stakeholders.

Performs specials projects as assigned by Chief People Officer.

Performs other duties as assigned.

Follow all policies and procedures.

Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Required

Associate degree or its equivalent

Preferred

Bachelor's degree

Experience

> 3 Years

Travel Requirements

No

Physical Demands

Stationary Position: Frequently

Pushing/ Pulling/ Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Frequently

Bend: Frequently

Lift/ Carry over: 10-30 LBS

Vision: 20/20 Corrected

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other: N/A

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**JOB TITLE:** Compliance Analyst

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Compliance Analyst assists in ensuring the company adheres to legal standards and in-house policies compliance within all departments. This includes training employees on industry standards and be responsible for enforcing regulations in all aspects and levels of business, provide guidance on compliance matters and review operating accounting processes to identify efficiencies and ensure controls are properly identified and operating effectively. This role interacts with various groups within the corporate offices (i.e. Operations, Treasury, Tax, Financial Planning & Budget, Regulatory, etc.) as well as works closely with the Team Lead, Compliance in performing daily responsibilities

**JOB DESCRIPTION:**

Use strong analytical and attention to detail skills to document operating and corporate accounting processes and maintain the inventory of controls that relate to these processes

Develop educational and training materials related to technical accounting topics and associated processes

Assist with developing remediation plans for control deficiencies identified by internal and external audit or management

Perform periodic walkthroughs of accounting processes to identify whether changes to the internal control structure have occurred or are required

Perform reviews of accounting tasks to identify improper segregations of duties and recommend resolutions

Evaluate accounting risks and develop programs to remediate such risks

Perform research relevant to accounting processes and associated regulations as well as industry compliance regulations and policies

Assist with the communication of compliance policies and guidelines

Develop and execute new compliance policies and procedures

Develop and maintain a compliance recordkeeping system

Proficient Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset

Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.

Strong verbal and written communication as well as presentation skills

Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence

Follow all policies and procedures

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

#### Required:

Bachelor's Degree in Accounting, Finance or Business Administration

#### Preferred:

Master's Degree in Accounting, Finance, or relevant field

### Experience

#### Required:

+3 years of experience working with compliance

#### Preferred:

Strong working knowledge of US GAAP accounting and Sarbanes Oxley control requirements

+6 years of experience working with compliance

### Licenses/Certifications

#### Required:

Valid driver's license

#### Preferred:

CPA (Certified Public Accountant) or CIA (Certified Internal Auditor)

### Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: Yes

### Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - Less than 5 LBS

Vision - 20/20 Corrected. Vision acuity to operate a vehicle

Hearing - Receive detailed information if spoken to

### Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions \_\_\_\_ None \_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Planner, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Planner is responsible for the work readiness of New projects, Preventative maintenance, Corrective Maintenance, and Customer service work. The Planner assumes the leading role to ensure work is execution ready, which includes: determining resource needs, effort hours, material readiness, crew size, permit identification, equipment, material, and other needs as required.

#### **JOB DESCRIPTION:**

Understanding internal and external influences, work types, service targets, deadlines and customer in-service dates, this position will be required to perform the following duties:

- On approved work, outline scope, identify resource requirements such as number of people required, skill/competency requirements, and equipment requirements.
- Identify permits required to complete the scope such as crossings, environment, etc. and verify timelines with stakeholders.
- Working with Team Lead, identify safety and environment issues related to the scope.
- Verify Bill of Materials for accuracy and ensure material is ordered and delivery schedules to site meet construction timelines.
- Plan outages by coordinating with, the System Operations Centre and field resources.
- Identify any maintenance to be completed during scheduled outages.
- Identify and/or procure third party services required for the scope of the project (i.e. Hydrovac).
- Identify customer requirements during planning stages of the work, such as site specific HSE requirements on customer sites.
- Support constructability review of the Engineering design standards and specifications.
- Liaise with field resources, schedulers and other departments for technical and constructability support.
- Ensure the work is execution ready prior to handover to Scheduling. This includes verification and validation of material readiness, and completing locates and switching plans.
- Complete site visits as required and compile data for all stakeholders such engineering, survey, vegetation management, etc.
- Support Operational excellence initiatives and support lessons learned to continuously improve the planning function.
- Identify logistical requirements such as site facility needs and accommodations/lodging requirements.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

- Must have high school Diploma with some level of post-high school training, courses, etc. - Engineering or technical post-secondary education with proven field knowledge, or applicable journeyman trade qualification with proven planning and office based experience.

##### **Experience**

- Minimum 10 year's experience and in-depth familiarity with the work being performed within operations, especially transmission and distribution line construction as well as substation and vegetation management.

#### License/Certifications

- Professional designations are not required but will be considered an asset.

#### Travel Requirements

15%

#### Physical Demands

- Stationary Position: Constantly - Pushing / Pulling / Reaching: Occasionally - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift / Carry: Seldom, up to 40lbs - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

- Wet or Humid: Occasionally - Working near or on moving mechanical parts: Occasionally - Working near or on heavy machinery: Occasionally - Working in high places: Occasionally - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Occasionally - Work with electricity: Occasionally - Work with explosives: Seldom - Work on or near a source of radiation: Seldom - Loud noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other: N/A

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**JOB TITLE:** Director, Finance Operations

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Finance Operations, is responsible for outcome of initiatives within the Finance function as directed by the CFO. These initiatives will be identified and discussed with the CFO and this position will execute necessary steps to gain resolution on the assigned initiatives. By nature, the role will be initiative or project based in areas that require review, oversight, and resolution.

The Director, Finance Operations is responsible to take the lead role in the resolution of initiatives that will provide stable and clear vision to process changes, steps to be taken with clear guidance on roles and responsible to ensure future success.

**JOB DESCRIPTION:**

Understand the initiative and plan a path forward for resolution

Manage and drive key decisions around initiatives including scope, budget, staffing, interdependencies, and timing. Drive cross-functional and cross-Business Unit alignment to achieve binding decisions across the organization

Ensure accountability amongst peers, the team and third parties to execute on agreed-upon Program decisions and commitments

Provide solutions to issue facing finance that will improve both the short-term and long-term management of the department

Provide training to stakeholders to ensure understanding of resolutions and changes required

Proficient in the Spanish language with the ability to read, write and speak

Strong analytical and organizational skills required to manage multiple, concurrent tasks

Strong interpersonal, written, and verbal communication and presentation skills

Strong commitment to customer service excellence with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

Perform other duties as assigned

**REQUIREMENTS**

Education

Required

Bachelor's Degree in Administration

Experience

Demonstrated experience and previous success leading groups.

+11 years of experience working in a leadership role.

License and Certifications

CPA (Certified Public Accountant)

Valid Driver's license

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**JOB TITLE:** Manager, OT Applications

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for leading the Operational Applications teams and requires a strong technical background in Electrical operations, SCADA, OMS, GIS and associated integrations. The manager will oversee the day operations of applications used to operate the electrical grid, and ensure applications are available, up to date, accurate and reliable. The manager will identify business requirements, write business cases, explore solutions, and implement improvements. This includes leading software upgrades when required. The position works closely with the control centers, asset management and the Cyber security group to ensure compliance requirements are met.

**JOB DESCRIPTION:**

Understand and drive system reliability and improvements through managing the team. Understand and drive technology advancements by identifying gaps, writing business cases, testing new technology and commissioning it. Sets and measures goals and performance for each employee, provides mentorship, coaching and provides direction to the team on day to day operations and priorities

Fully experienced in SCADA, EMS, OMS, DMS and RTU's to support the control center and operators and Experienced in server operating systems like Windows, Linux and Unix systems. Experienced in GIS and Integration with OT applications

Financial acumen to create, monitor and manage the teams' operational budgets and project budgets, working with vendors, engineering and project managers to explore, test and commission new technologies. Also driving upgrades when required. Ensures all support contracts for software is active and in place

Ensure proper asset, cyber, risk and change management within the group

Support teamwork with the other groups in order to support the enterprise and the safety culture by example and commitment in line with corporate direction. Align the team with the overall safety objective by encouraging and practicing safety. Ensure each employee has a personal and safety development plan Participate at the leadership levels to guide and provide Cyber and Hardware platform direction, risk, problems, improvements, and projects, provide Cyber Security evidence to the Cyber Security Governance group for compliance assessments

Create business cases where required and obtain funding through the PMO

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies, and procedures

Required to work additional hours as needed

Performs other duties as assigned

**REQUIREMENTS**

Education

Minimum 2 year Technical IT diploma

Preferred:

Post-Secondary qualification in Information Technology, Computer Science or equivalent

Required:

SCADA, OMS and RTU experience

Server Hardware configuration, Virtualization and Cloud solution experience

Leading or supervising a team including time management, vacation, on-call, development and performance management

Minimum 6 years of experience in the requested position

Preferred:

Experience with SCADA, EMS, DMS, ADMS, GIS, RTU and PLC equipment

Experience with Situational Awareness solutions

Experience with Cloud solution like SaaS, PaaS, IaaS

Lesser qualification with more IT experience and certifications will be considered

Experience working in a Control Center

Experience leading a team

Minimum 6 years of experience in the requested position

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**JOB TITLE:** Utility Lineworker 1 - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems.

We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include:

Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA

Accountable for a industry leading safety culture for oneself, coworkers and the public.

Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.

Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.

Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations

Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.

Operates all equipment properly and safely including following the rules of the road while driving a vehicle

Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently

Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment

Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards

Operates RBDs (Radial Boom Devices) and other Utility equipment once trained

Utilizes rigging block and tackle and winches to raise and lower equipment

Install, remove, trouble shoot and read self-contained, and instrument metering

Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures

The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process

Other duties as assigned - Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

## **REQUIREMENTS**

### Education

Grade 12 high school diploma or equivalent

### Experience

6 months - 1 years related technical experience (Groundman)

Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process.

### License & Certifications

Pass the Apprentice Power Lineworker Entrance Exam

Pass Climbing School

Valid Drivers License

Ability to obtain a heavy duty drivers License cat 8 or 9

Valid First Aid

CPR (Cardio Pulmonary Resuscitation)

AED (Automated External Defibrillator)

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**JOB TITLE:** Apprentice Substation Technician, 3rd Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This posting was created for offer letter purposes only (not to be posted). It's intent is to differentiate titling and location of a position on an offer letter. Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts. This position is with IBEW Local Union 222. If you accept an offer of employment, you will be required to affiliate with the Union.

**JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include: - Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA - Accountable for a industry leading safety culture for oneself, coworkers and the public. - Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions - Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks. - Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations - Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so - Operates all equipment properly and safely including following the rules of the road while driving a vehicle - Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently - Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment - Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards - Operates RBDs (Radial Boom Devices) and other Utility equipment once trained - Utilizes rigging block and tackle and winches to raise and lower equipment - Install, remove, trouble shoot and read self-contained, and instrument metering - Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures - The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Grade 12 High School diploma or equivalent

#### Experience

- 6 months - 1 years related technical experience (Groundman) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process

#### License/Certifications

- Pass the Apprentice Power Lineworker Entrance Exam - Pass Climbing School - Valid Drivers License - Ability to obtain a heavy duty drivers License cat 8 or 9 - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Frequently - Kneel: Seldom - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Outdoor work in hot temperatures, confined space work, aerial work in bucket or AWP. - Other:

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**JOB TITLE:** Apprentice Lineworker, 3rd Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include:

- Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA
- Accountable for a industry leading safety culture for oneself, coworkers and the public.
- Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.
- Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.
- Operates all equipment properly and safely including following the rules of the road while driving a vehicle
- Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment
- Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards
- Operates RBDs (Radial Boom Devices) and other Utility equipment once trained
- Utilizes rigging block and tackle and winches to raise and lower equipment
- Install, remove, trouble shoot and read self-contained, and instrument metering
- Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures
- The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

#### **REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent

Experience

- 6 months - 1 years related technical experience (Groundman) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process.

#### License/Certifications

- Pass the Apprentice Power Lineworker Entrance Exam - Pass Climbing School - Valid Drivers License - Ability to obtain a heavy duty drivers License cat 8 or 9 - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

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**JOB TITLE:** Apprentice Lineworker, 2nd Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include:

- Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA
- Accountable for a industry leading safety culture for oneself, coworkers and the public.
- Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.
- Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.
- Operates all equipment properly and safely including following the rules of the road while driving a vehicle
- Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment
- Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards
- Operates RBDs (Radial Boom Devices) and other Utility equipment once trained
- Utilizes rigging block and tackle and winches to raise and lower equipment
- Install, remove, trouble shoot and read self-contained, and instrument metering
- Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures
- The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

#### **REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent

Experience

- 6 months - 1 years related technical experience (Groundman) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process.

#### License/Certifications

- Pass the Apprentice Power Lineworker Entrance Exam - Pass Climbing School - Valid Drivers License - Ability to obtain a heavy duty drivers License cat 8 or 9 - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Foreman

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

This posting was created for offer letter purposes only (not to be posted). It's intent is to differentiate titling and location of a position on an offer letter. Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts. This position is with IBEW Local Union 222. If you accept an offer of employment, you will be required to affiliate with the Union.

#### **JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include:

- Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA
- Accountable for a industry leading safety culture for oneself, coworkers and the public.
- Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.
- Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.
- Operates all equipment properly and safely including following the rules of the road while driving a vehicle
- Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment
- Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards
- Operates RBDs (Radial Boom Devices) and other Utility equipment once trained
- Utilizes rigging block and tackle and winches to raise and lower equipment
- Install, remove, trouble shoot and read self-contained, and instrument metering
- Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures
- The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

#### **REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent

#### Experience

- 6 months - 1 years related technical experience (Groundman) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process.

#### License/Certifications

- Pass the Apprentice Power Lineworker Entrance Exam - Pass Climbing School - Valid Drivers License - Ability to obtain a heavy duty drivers License cat 8 or 9 - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Utility Lineworker 2 - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct and troubleshoot overhead transmission lines, overhead distribution lines, substations and communication systems. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

Under the general supervision of the Journeyman Lineworker or employees of a higher ranking, responsibilities include:

- Constructs, maintains and operates all aspects of the Transmission and Distribution Utility System for LUMA
- Accountable for a industry leading safety culture for oneself, coworkers and the public.
- Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.
- Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.
- Operates all equipment properly and safely including following the rules of the road while driving a vehicle
- Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters or other specialized equipment
- Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards
- Operates RBDs (Radial Boom Devices) and other Utility equipment once trained
- Utilizes rigging block and tackle and winches to raise and lower equipment
- Install, remove, trouble shoot and read self-contained, and instrument metering
- Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures
- The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

#### **REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent

Experience

- 6 months - 1 years related technical experience (Groundman) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process.

#### License/Certifications

- Pass the Apprentice Power Lineworker Entrance Exam - Pass Climbing School - Valid Drivers License - Ability to obtain a heavy duty drivers License cat 8 or 9 - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

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**JOB TITLE:** Logistics Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. This position will work with stakeholders internal and external to LUMA to ensure that the organization is appropriately prepared for severe weather and emergency incidents.

**JOB DESCRIPTION:**

Under the direction of the Manager of Logistics, the Logistics Coordinator is responsible for a range of administrative and physical activities including, but not limited to, the following:

- Assists in the design, planning, and implementation of Major Outage Restoration Annex for LUMA. This include but are not limited to large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc.
- Assist the develop and maintain LUMA logistics and resource management plans.
- Support the negotiation of key laydown site for emergency response deployment
- Assist to negotiate aid contracts on behalf of LUMA
- Assist to negotiate contingent workforce Master Service Agreements (MSA) (pre-hurricane)
- Collaborate with various partner agencies to develop and maintain a suite of plans and procedures including but not limited to logistics and EOC interface, resource requests and mutual aid, emergency procurement, resource staging, and field logistics support.
- Responsible for all logistical needs within the Emergency Operational Response and Readiness from planned training, rollout of new emergency response programs and technologies, and exercise tabletops, etc.
- Develop contingency plans
- Develop Emergency Response job aid
- Develop and maintain partnerships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities and LUMA contractors.
- Support the develop of an emergency materials management plan, which includes ensuring enough materials and critical equipment sparing is available for LUMA's swift response to any event. Materials inventory will need to but routinely audited pre-hurricane season or when a large weather event if forecasted
- In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander
- Conducting special projects and performing other work as require.
- Initially, this position will assist in developing a robust plan and all associated logistics to ensure the Operations Department is able to respond to a major outage event effectively.
- On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex and associated logistics contracts, schedules mutual aid agreements, to ensure that LUMA is well-positioned for each emergency events.
- Activates and helps in the coordination of all aspects of mutual aid activation in advance of a severe weather or emergency incident such that activation of an agreement. This includes but is not limited to coordinating materials and equipment, logistics (e.g. hotel stays, flights, etc.), training and education of safety and work procedures, distribution of maps and plans for responding crews
- Ability to problem solve independently and critically think through and resolve a problem.
- Well-organized and able to anticipate problems before they occur.
- Expert understanding and knowledge of Microsoft Office,

Teams, and SharePoint - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills

## **REQUIREMENTS**

### **Education**

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management - Experience working within an emergency management or other public safety organization is preferred.

### **Experience**

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - 5 years' utility operations leadership experience. - Experience in supervision and project management. - Familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - A combination of education and experience will be considered - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement

### **License/Certifications**

- Valid Driver's License - First Aid - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

### **Travel Requirements**

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Coordinator, Emerg Response

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. This position will need to be a big picture thinker and look for new innovated ways for LUMA's emergency response team to respond and restore service to our customers.

#### **JOB DESCRIPTION:**

Under the direction of the Major Outage Restoration Plan Manager, the Emergency Response Innovation Coordinator is responsible for a range of administrative and physical activities including, but not limited to, the following:

- Assisting the design, planning, and implementation of all aspects of Major Outage Restoration Annex for LUMA. These this include but are not limited large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc.
- Assist the Operation's team with IT solutions and interface to LUMA's IT/OT Department, i.e. Web EOC, Damage Assessment Tool, G-tech, OMS, etc.
- Support the training and rollout of Web EOC across the operational team
- Support the training and rollout of the "Damage Assessment Tool"
- Understand and supports the LUMA Crisis Management Plan from an Operations Perspective
- Support the investigation and implementation of a "Damage Predictive Model"
- Lead all Innovated Emergency Response solutions to be more efficient, quicker and more responsive for LUMA Customers during an emergency event
- Understand and supports the LUMA Crisis Management Plan from an Operations perspective
- Liaises with Key Internal (Utility Transformation, Customer Experience, Communications) and External Stakeholders
- Liaises with all field operations for input as needed
- Develop and maintain relationships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities.
- In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander
- Conducting special projects and performing other work as require.
- On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex to ensure that LUMA is well-positioned for each emergency events.
- Ability to problem solve independently and critically think through and resolve a problem.
- Well-organized and able to anticipate problems before they occur.
- Expert understanding and knowledge of Microsoft Office, Teams, and SharePoint
- Follows all policies and procedures
- Perform assigned functions during major storm restoration events and participates as assigned in associated drills

#### **REQUIREMENTS**

##### **Education**

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management

##### **Experience**

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - Experience working within an emergency management or other public safety organization is preferred. - Experience and project management. - Strong familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - Knowledge of Adult-learning theories, standard concepts, practices and procedures within the emergency management training field. - Ability to convey ideas verbally and in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience - A combination of education and experience will be considered - Successful completion of required ICS/FEMA courses to gain working knowledge of general emergency planning procedures and best practices, familiarization with primary stakeholders, and other fundamentals of the practice of emergency management. - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement

#### License/Certifications

- Valid Driver's License - First Aid - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

#### Travel Requirements

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

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**JOB TITLE:** Training Specialist Preparedness

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. For LUMA's emergency response teams to be as effective as possible, training will be our cornerstone to success. This position is responsible of effective and timely training to all our first responder and all positions within the LUMA EOCs. Also, this position will need to work closely with internal and external stakeholders.

**JOB DESCRIPTION:**

Under the direction of the Major Outage Restoration Plan Manager, the Preparedness Training Specialist is responsible for a range of administrative and physical activities including, but not limited to, the following:

- Assisting the design, planning, and implementation of all aspects of Major Outage Restoration Annex for LUMA. These this include but are not limited large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc.
- Strategizes and is innovative in emergency management training and exercise solutions to enable a comprehensive and effective utility emergency management program
- Understand and supports the LUMA Crisis Management Plan from an Operations Perspective
- Facilitates core ICS courses (700, 800, 100, 200, 300, 400, etc)
- Trains key LUMA Operations team members on the EOC roles that they will be instructed to preform
- Serves as coordinator, instructor, and course manager for LUMA Operations delivered emergency management courses. This includes virtual training and exercise delivery and, at times, delivery in the field.
- Researches and mitigates training gaps identified through After-Action Reviews (AARs), exercises, incidents, and/or meetings. In collaboration with key stakeholders, develops a multi-year training & exercise plan based on training needs, assessment and identified gaps as well as federal grant requirements and organizational priorities.
- Works with managers across operation to identify individuals requiring essential ICS training and maintain operation's employee ICS/FEMA training records
- Collaborates with the LUMA's OEM manager on required training to support the overall LUMA Crisis Management and the emergency responders
- Enables and ensures lateral training and exercise coordination occurs throughout LUMA's lines-of-business and corporate functions.
- Obtaining train-the-trainer certifications as appropriate, to provide instruction internally (FEMA/ICS Accredited)
- Liaises with Key Internal (Utility Transformation, Customer Experience, Communications) and External Stakeholders
- Supports all AAR following tabletop excises and activation of the Major Outage Restoration Annex
- Liaises with all field operations for input as needed
- Develop and maintain relationships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities.
- Successful completion of required ICS/FEMA courses to gain working knowledge of general emergency planning procedures and best practices, familiarization with primary stakeholders, and other fundamentals of the practice of emergency management.
- In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander
- Conducting special projects and performing other

work as require. - On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex to ensure that LUMA is well-positioned for each emergency events. - Ability to problem solve independently and critically think through and resolve a problem. - Well-organized and able to anticipate problems before they occur. - Expert understanding and knowledge of Microsoft Office, Teams, and SharePoint - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills

## **REQUIREMENTS**

### **Education**

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management training or an Adult Teaching Degree

### **Experience**

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - Experience working within an emergency management or other public safety organization is preferred. - Experience in supervision and project management. - Strong familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - Knowledge of Adult-learning theories, standard concepts, practices and procedures within the emergency management training field. - Ability to convey ideas verbally and in writing using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience - A combination of education and experience will be considered - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement -

### **License/Certifications**

- Valid Driver's License - First Aid - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

### **Travel Requirements**

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

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**JOB TITLE:** Readiness Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. This position will work with stakeholders internal and external to LUMA to ensure that the organization is appropriately prepared for severe weather and emergency incidents. Must be a critical thinker, problem solver, must work within a specified ethical framework and extremely well organized and able to work with minimum supervision.

**JOB DESCRIPTION:**

Under the direction of the Logistics Manager, the Readiness Coordinator is responsible for a range of administrative and physical activities including, but not limited to, the following:

- Assisting the design, planning, and implementation of all aspects of Major Outage Restoration Annex for LUMA. These include but are not limited large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc.
- Ensuring the overall emergency outage restoration readiness across the T&D system
- Understand and supports the LUMA Crisis Management Plan from an Operations Perspective
- Organizes outage operational "Tabletop" exercises routinely across all levels and areas of the organization
- Builds "What if" scenarios so the organization can prepare for a wide variety failures caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc. On high probability predictive events, a through contingency plan will be built to ensure a swift response to make the situation safe and restore our customers as quick as possible. Contingency Plans will need to include material, new laydown yards for contract resources, mutual aid requirements like food and lodging, contractor orientation (location and material), special arrangements and contracts that are ready and will be used during a major event.
- Liaises with Key Internal (Utility Transformation, Customer Experience, Communications) and External Stakeholders
- Develops and maintains the priority restoration list for Community Lifelines, Lifeline Residential Services, Critical Loads, Critical Facilities
- Responsible for LUMA's Major Outage Restoration Annex After-Action review meetings, gather relevant feedback via surveys and/or through focused functional meetings, analyze corrective actions, assign and track status and completion of identified action items, and ensures relevant action items are documented in SOPs, policies, protocols, plans, etc.
- Liaises with all field operations for input as needed
- Develop and maintain relationships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities.
- Successful completion of required ICS/FEMA courses to gain working knowledge of general emergency planning procedures and best practices, familiarization with primary stakeholders, and other fundamentals of the practice of emergency management.
- In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander
- Conducting special projects and performing other work as require.
- On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex to ensure that LUMA is well-positioned for each emergency events.
- Ability to problem solve independently and critically think through and resolve a problem.
- Well-

organized and able to anticipate problems before they occur. - Expert understanding and knowledge of Microsoft Office, Teams, and SharePoint - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills

## **REQUIREMENTS**

### **Education**

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management - Experience working within an emergency management or other public safety organization is preferred.

### **Experience**

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - Experience in supervision and project management. - Strong familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - 5 years' utility operations leadership experience. - A combination of education and experience will be considered - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement -

### **License/Certifications**

- Valid Driver's License - First Aid - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

### **Travel Requirements**

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

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**JOB TITLE:** Manager, Major Outage Restoration

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Major Outage Restoration, will lead and ensure that LUMA Emergency Operations Team will be ready to carry out the actions necessary to protect lives, maintain continuity of service, and protect property. This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. This position will also need to work closely with internal and external stakeholders.

**JOB DESCRIPTION:**

Under the direction of the Director of Emergency Operational Response and Readiness, this position is responsible for a range of administrative and physical activities including, but not limited to, the following:

- Leading the design, planning, and implementation of all aspects of Major Outage Restoration Annex for LUMA. These this include but are not limited large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc.
- Administration of the Major Outage Restoration Annex
- Ensure compliance and a clear conduit to the Crisis Management Plan from an Ops Perspective
- Oversees other departments to ensure updating and adherence to the annex
- Negotiates and signs emergency contracts with respect to emergency response and readiness
- Empowered to make critical emergency business decision that will affect the timely response of LUMA and swift restoration of electrical service to our customers
- Ensure overall adherence to the Annex when activated
- Liaises with Key Internal and External Stakeholders on plan updating/adherence (Utility Transformation, Customer Experience, Communications)
- Set Restoration Priorities with Community Lifelines and Lifeline Residential Service
- Liaises with all field operation for input on the plan
- Ensures adherence to the Major Outage Event Metrics
- Develop and maintain partnerships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities and LUMA contractors.
- Successful completion of required ICS/FEMA courses to gain working knowledge of general emergency planning procedures and best practices, familiarization with primary stakeholders, and other fundamentals of the practice of emergency management.
- In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander
- Conducting special projects and performing other work as require.
- On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex to ensure that LUMA is well-positioned for each emergency events.
- Ability to problem solve independently and critically think through and resolve a problem.
- Well-organized and able to anticipate problems before they occur.
- Expert understanding and knowledge of Microsoft Office, Teams, and SharePoint
- Follows all policies and procedures
- Other duties as assigned
- Perform assigned functions during major storm restoration events and participates as assigned in associated drills

**REQUIREMENTS**

#### Education

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management - Experience working within an emergency management or other public safety organization is preferred.

#### Experience

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - 5 years' utility operations leadership experience. - Experience in supervision and project management. - Strong familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - A combination of education and experience will be considered - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement

#### License/Certifications

- Valid Driver's License - First Aid and CPR - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

#### Travel Requirements

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Logistics, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position will ensure a high state of emergency operational readiness through coordination, planning, communication, and vigilance. The individual will need to possess a strong desire to work in a fast-paced utility, professional public safety environment, and a willingness to serve the LUMA's customers in any emergency event. This position will work with stakeholders internal and external to LUMA to ensure that the organization is appropriately prepared for severe weather and emergency incidents.

**JOB DESCRIPTION:**

Under the direction of the Director of Emergency Operational Response and Readiness, the Manager, Logistics is responsible for a range of administrative and physical activities including, but not limited to, the following: - Assists in the design, planning, and implementation of Major Outage Restoration Annex for LUMA. This include but are not limited to large outages caused by tropical storms, hurricanes, earthquakes, manmade equipment failure, etc. - Develop and maintain LUMA logistics and resource management plans. - Negotiate and sign leases in preparing key laydown site for emergency response deployment - Negotiate and sign mutual aid contracts on behalf of LUMA - Negotiate and sign contingency contractor Master Service Agreements (MSA) (pre-hurricane) - Activate mutual aid and contingency contracts during emergency situations - Collaborate with various partner agencies to develop and maintain a suite of plans and procedures including but not limited to logistics and EOC interface, resource requests and mutual aid, emergency procurement, resource staging, and field logistics support. - Develop, train, and exemplify safe practices in the use of resources. - Develop and maintain partnerships with a variety of stakeholders from local, state, and federal government as well as community-based organizations, non-profit organizations, private entities and LUMA contractors. - Develop an emergency materials management plan, which includes ensuring enough materials and critical equipment sparing is available for LUMA's swift response to any event. Materials inventory will need to but routinely audited pre-hurricane season or when a large weather event if forecasted - In an emergency, preform key roles within LUMA's EOC as assigned by the Incident Commander - Conducting special projects and performing other work as require. - Initially, this position will assist in developing a robust plan and all associated logistics to ensure the Operations Department is able to respond to a major outage event effectively. - On an annual basis, assist in refreshing and refining the Major Outage Restoration Annex and associated logistics contracts, schedules mutual aid agreements, to ensure that LUMA is well-positioned for each emergency events. - Activates and helps in the coordination of all aspects of mutual aid activation in advance of a severe weather or emergency incident such that activation of an agreement. This includes but is not limited to coordinating materials and equipment, logistics (e.g. hotel stays, flights, etc.), training and education of safety and work procedures, distribution of maps and plans for responding crews - Ability to problem solve independently and critically think through and resolve a problem. - Well-organized and able to anticipate problems before they occur. - Expert understanding and knowledge of Microsoft Office, Teams, and SharePoint - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills



## **REQUIREMENTS**

### **Education**

- A combination of the following education will be considered: College Diploma or Bachelor's Degree or Professional Discipline or Emergency Management - Experience working within an emergency management or other public safety organization is preferred.

### **Experience**

- Proven experience applying sound judgment to make decisions - Expert utility and operational knowledge - 5 years' utility operations leadership experience. - Experience in supervision and project management. - Familiarity with the Puerto Rico T&D System is preferred. - Experience developing, training, and exercising tactical plans is preferred. - Experience with the National Incident Management System is preferred. - Experience with disaster and relief operations is preferred. - Experience planning and executing large events or mobilizing resources is preferred - A combination of education and experience will be considered - As this position, will liaise across LUMA and utilize mutual aid agreements, full professional proficiency in written and spoken English and Spanish is a requirement

### **License/Certifications**

- Valid Driver's License - First Aid - Successful completion of FEMA Independent Study courses (IS 100.a, 200.a, 700.a, and 800.b) within first month of appointment.

### **Travel Requirements**

- Travels: Yes - Percent of time: 40% - Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions: Frequently

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**JOB TITLE:** Mechanic Apprentice, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is labor position that involves the application of automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment installed in said units. Receive instructions from the supervisor and mechanics, who review the work to make sure it conforms to established regulations and procedures. We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Ponce - Guayama - Cayey

**JOB DESCRIPTION:**

Under direct supervision (all work completed to be approved by Management): - Assists garage mechanics in the repair of cars, trucks and other equipment such as cranes, concrete mixers and air compressors, etc. - Repair and change tires - Performs cosmetic work on compressors, cement mixers, truck railings, etc. - Occasionally works on the lift to maintain the vehicles - Cleans the section of the workshop assigned to them - Travels to different locations to look for defective vehicles to be repaired in the workshop - Occasionally drives heavy motor vehicles - Inspects the assigned vehicle before departure, makes minor repairs in case of unforeseen situations, such as: tire changes, etc., and informs the Supervisor about deficiencies or damage observed in the vehicle such as: a missing horn, lights, spare tire, and license plates; loose brakes, worn tires, etc. - Executes other duties related to the above as required - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

High school Diploma or GED

Experience

- One to three months mechanical or similar experience desired Exam Requirements (passed the following exam required for this class): - General Skills

License/Certifications

- Valid Driver's License - Desired: have a Category 8 or Category 9 License. - HVAC certification

Travel Requirements

20%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Project Manager

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for execution and leading enterprise wide, cross functional strategic initiatives for LUMA. The position provides leadership for our IT OT project managers, including implementations, upgrades and other ancillary on-premises and cloud applications. This position drives continuous improvement to business processes and business results by developing standards in project execution. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business process changes. This position will ensure project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

**JOB DESCRIPTION:**

This position is responsible for execution and leading enterprise wide, cross functional strategic initiatives for LUMA. The position provides leadership for our IT OT project managers, including implementations, upgrades and other ancillary on-premises and cloud applications. This position drives continuous improvement to business processes and business results by developing standards in project execution. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business process changes. This position will ensure project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

**REQUIREMENTS**

Education

Required:

Computer Science Diploma in Information Systems, Computer Science, Information Technology or a related discipline preferred

Preferred:

A Bachelor's degree or Master's degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

Experience

Required:

Experience in project delivery and capacity, including all aspects of process development and execution.

5-10 years of experience in IT OT Industry and leadership responsibility managing at the program level, midsize to large teams and influencing senior-level management and key stakeholders

License / Certification

Preferred:

PMP Certification

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**JOB TITLE:** Director, Lines, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President Operation, this position will be responsible for all Field Operations within their designated zone (East or West). The Senior Leader will provide necessary strategic oversight and direction to the Regional Managers to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. The Senior Leader will also be an advocate to remove silos across the organization to foster horizontal leadership.

We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

**JOB DESCRIPTION:**

This position is accountable for overall management of operations and construction in a geographic area. The position is responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects.

The Division leader plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal that is adhered to. The

Division leader is a highly influential and visible role at Luma combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business. The

Division leader is the Vice President's partner in preparing the company's short-term and long-term strategic roadmap. Achieving the following interrelated goals: 1) achieve a strategic vision, 2) provide benefits to significant stakeholders, and 3) transform the organization to the utility of the future.

The role is accountable for managing and maintaining positive relationships both internally and externally. Using appropriate judgment, the Division leader deals with all escalated issues, internal or external.

The Division leader is a member of the leadership team.

The Division leader also participates in regular meetings/teams with peers across the company to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

College diploma,

Professional Engineer

Technologist diploma or a Journeyman Power Lineworker certification or professional discipline.

Experience

Excellent knowledge of LUMA's business.

Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated.

Proven experience applying sound judgment to make decisions.

License and Certifications

Valid Drivers License

First Aid - Primeros Auxilios

CPR (Cardio Pulmonary Resuscitation)

AED (Automated External Defibrillator)

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**JOB TITLE:** Acting General Counsel

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

LUMA General Counsel will provide support to LUMA Chief Corporate Services Officer and executives on all legal matters affecting the Company, including regulatory and legislation; litigation; procurement and contracts; labor and employment; compliance; real property, permitting, and environmental; and corporate affairs matters. This position reports to the Chief Corporate Services Officer.

**JOB DESCRIPTION:**

The General Counsel is expected to actively participate in developing and implementing policies aimed at achieving the mission, vision, values and principles of the Company under the supervision of the Chief Corporate Services Officer.

**REQUIREMENTS**

Education

Juris Doctor

Bachelor's degree from an accredited university or college.

Experience

Required

Admitted to the practice of law in the Commonwealth of Puerto Rico

15+ years' experience at a law firm or in an in-house corporate legal department or a government agency with duties including direct supervision and management.

Fully Bilingual (English/Spanish)

Subject Matter Expertise/Familiarity:

Utilities/Regulatory

Preferred

Subject Matter Expertise/Familiarity:

In depth knowledge of Puerto Rico energy laws and regulations

General understanding of all legal requirements applicable to transmission and distribution industry in Puerto Rico

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**JOB TITLE:** Customer Care Rep, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Customer Care Representative role is responsible for communicating with customers and addressing their needs on an ongoing basis, the assessment and evaluation of Billing Services processes, and supporting other members of the Billing Services team. This role may be involved in documenting procedures and presenting new process designs to stakeholders for discussion on occasion. This position may be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

The Customer Care Representative role is responsible for communicating with customers and addressing their needs on an ongoing basis, the assessment and evaluation of Billing Services processes, and supporting other members of the Billing Services team. This role may be involved in documenting procedures and presenting new process designs to stakeholders for discussion on occasion. This position may be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **REQUIREMENTS**

##### Education

- High School Diploma, or GED equivalent.

##### Experience

- 1+ Year of relevant work experience. Preferred - Experience working in a Customer Service role.

##### License/Certifications

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - Certification of Competency in Business Analysis (CCBA) or Certified Business Analysis Professional (CBAP), documented equivalent experience or working towards certification.

##### Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: No

##### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

##### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Manager, Metering

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for testing, verification, and calibration of electric meters and electric metering installations to include instrument rated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Test/install/maintain self-contained and instrument rated electric meters and associated metering installations

Responsible for utilities most complex metering installations

Understanding of pulse boards and utilization of KYZ inputs and outputs

Knowledge of writing, interpreting, understanding meter and AMI programs

Adhere to plans, policies, and procedures relating to the testing of utility metering installations

Ensure that self and peers adhere to meter testing utility plans, policies, and procedures

Address and bring to attention shortfalls in meter testing plans and workflows

Adhere to plan to address meter reading deficiencies in collaboration with AMI department

Suggest and review pertinent data related to new & existing electric services & metering installations

Execute metering projects within scope, schedule and cost

Review functional specifications for completeness and consider practical limitations of project scope

Coordination of design activities as a member of a multi-disciplinary team of managers

Lead and support capital projects

Develop and review metering designs

Work planning, coordination, and cost estimating

Support and improve metering diagrams and design drawings

Support and improve meter equipment specifications

Participate in procurement of metering equipment

Follow, develop and improve metering processes and standards

Participate and lead design initiatives, including presentations to the metering group and senior management

Various reporting to the other managers in Metering, Metering Director and project team

Provide technical support to field organizations

Any and all duties below this classification

Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications

Business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

Proven experience applying sound judgment to make decisions

Strong interpersonal and relationship development skills

Strong verbal and written communication skills

Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Director Strategic Initiatives

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director of Strategic Initiatives serves as the Line Operations key interface with Customer Experience and Key Account Representatives. Works closely with all Customer Experience Directors to assure both teams are on the same page.

The Director of Strategic Initiative communicates any process changes or improvements to the Operations leaders. Supports the development of long-term growth plans and profitability goals. Directs and oversees the Line Operations strategic and long-range goal planning function.

**JOB DESCRIPTION:**

Support Regional Mayor meetings, single Mayor meetings and communication initiative.

Direct communication with respective District Managers for follow ups.

Develop and implement consistent processes for our Low Voltage teams across all regions.

Train team working with Line Operations.

Guide team working with Line Operations for consistency in processes.

Support the Senior VP of Operations with any other media, Fortaleza, or CEO requests.

Provide superior analytical and critical thinking skills with the ability to see the big picture, interpret, and assess the short- and long-term impacts of actions and strategies.

Strong interpersonal and organizational skills

Ability to influence and communicate effectively with internal and external stakeholders.

Strong ability to develop and deliver effective presentations and facilitate meetings as related to communication initiatives, and collaborating with various stakeholders

Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities

Assist as required with other duties and alternate requirements.

**REQUIREMENTS**

Education

Master's degree in Business Administration or related field.

Experience:

Minimum 10 years related work experience in leading high performing teams

A good understanding of the operations area in the electric utility industry.

Required Knowledge/Skills/Abilities

Excellent organizational, verbal, written, and computer skills required.

Proficiency with Microsoft Word, PowerPoint, and Excel.

Licenses/Certifications: Driver's license

Supervision Responsibilities: Managing a group of 5+ individuals

Travel Requirements

Travel: Yes

Percentage of Time: 50%

Requires Overnight: Yes

PHYSICAL DEMANDS:

If one-third of the time - "seldom" or "occasionally" If one-third to two-thirds of the time or more occasionally to frequently" If more than two-thirds of the time - "constantly"

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

WORKING CONDITIONS:

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions – N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, Territory or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



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**JOB TITLE:** SR Engineer, Standards

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering Standards, this position is responsible for coordinating and performing engineering activities related to Substations Standards and Material/Equipment Specifications. The role will require well-rounded technical aptitude, high problem-solving ability, and excellent teamwork skills to be successful. In addition, as senior standards engineer you will provide guidance, coaching, and mentoring to engineers in training and engineers within the department.

**JOB DESCRIPTION:**

- Support execute substation projects within scope, schedule and cost.
- Review functional specifications and support with appropriate standards and specifications.
- Develop and obtain documents from all engineering function groups, check for completeness, and provide guidance based on LUMA and industry codes and standards.
- Coordination of standards activities as a member of a multi-disciplinary team of engineers.
- Lead and support capital projects.
- Review and authenticate substation line designs and ensure compliance with LUMA and industry codes and standards.
- Support work planning, coordination, and cost estimating.
- Develop, support and improve substation standards based on industry codes, standards, and best practices.
- Develop, support and improve substation equipment specifications.
- Participate in procurement of substation equipment.
- Conduct high-level QA/QC check existing standards and equipment specifications.
- Provide construction support with the disciplines for construction issues to ensure timely and accurate response.
- Follow, develop and improve engineering processes.
- Participate and lead design initiatives, including presentations to the engineering group and senior management.
- Provide reporting needs to the T&S management, Project Manager and project team.
- Assist the Supervisor, Substation Engineering Standards in managing engineering contractors.
- Provide technical support to field organizations.
- Any and all duties below this classification (Substation Standards Engineer).
- Strong interpersonal and relationship development skills.
- Strong verbal and written communication skills.
- Ability to effectively interact with internal and external customers.
- Excellent team player and ability to prioritize assignments to meet commitments.
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.

Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.

Human resources skills to mentor more junior engineers and designers.

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications.

Business knowledge in the utility & regulated environment.

Working knowledge of our Operations groups & the challenges they face day to day.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Develop newer substation standards engineers by providing mentorship, guidance, and training.

## **REQUIREMENTS**

### **Education**

#### **Required Education:**

Bachelor of Science Degree in Engineering.

#### **Preferred Education:**

Bachelor of Science Degree in Electrical Engineering.

### **Experience**

#### **Required Experience:**

Minimum ten (10) years of experience in a Utility Environment.

Experience developing and using engineering standards and equipment specifications.

Knowledge of relevant industry codes and standards

Proven experience applying sound judgment to make decisions.

#### **Preferred Experience:**

Previous experience working in Substation.

### **Licenses/Certifications**

#### **Required Licenses/Certifications:**

Professional Engineer Licensee

Registered in Puerto Rico

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**JOB TITLE:** Executive Assistant

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for providing administrative support to Vice President, Regulatory and for the Regulatory Department. This position will perform a variety of standardized tasks including reporting, processing invoices, timekeeping, document control, and meeting logistics in accordance with established procedures. This role will also be responsible for booking travel arrangements for department staff, booking meetings for the Vice President and maintaining the calendar for this executive position, managing inquiries made to the Vice President from outside parties, managing documents requiring the Regulatory Department signature, maintaining records, and any other administrative matters associated with the Regulatory Department.

**JOB DESCRIPTION:**

Support business functions and specialized administrative processes, showing high level skills in the use of computer applications (MS Word, Outlook, MS Teams) and competency in others (MS PowerPoint, MS Excel, MS SharePoint)

Exceptional interpersonal and communication skills (both oral and written) in English and Spanish, and an ability to work and communicate with others at an executive level, an ability to communicate with senior government officials and their staff, and strong customer service skills

Ability to manage sensitive confidential materials with discretion and to maintain the highest levels of integrity and clarity in communications with internal and external stakeholders for the Regulatory Department

High level organizational and time management skills with an ability to handle multiple competing requests

Establish and maintain multiple document libraries associated with LUMA'S Regulatory Department.

Create and maintain routine and ad hoc reports, showing excellent attention to detail

Organize information for presentation to the Vice President or department staff

Complete administrative preparation of documentation, reports, correspondence, presentations, contracts, support material, and business cases for use of the Vice President or department staff

Complete administrative updates and maintain records for business plans, policies, and procedures in accordance with established practices and consistent with instructions provided by Vice President or department staff

Develop and implement administrative processes and conduct continuous improvement activities

Participate in cross-functional activities and/or processes, having the ability to work independently or in a team environment

Troubleshoot moderately complex issues and make recommendations for resolution

Follow all policies and procedures and exhibit an attention to detail

Other duties as assigned

## **REQUIREMENTS**

LUMA Bill Rate - Executive Assistant

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**JOB TITLE:** Supervisor, Payment Processing

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Payment Processing Supervisor is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring accurate & timely processing of all customer payments for all payment types (e.g., cash, electronic, check, etc.) and payment channels (e.g., IVR, website, U.S. mail, in-person at district offices/3rd party processing center, etc.). Supervisor will ensure business operations meet customer service delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes, and procedures. Responsibilities also include developing business cases, assisting with budget and business plan development, and managing expenditures. Reporting to the Billing Services Director, this position is responsible for leading the Payments team in performing the processing of payments as well as payment reconciliations to ensure that payments are processed accurately and on a timely basis. In addition, Supervisor is responsible for ensuring Customer Care Representatives are highly motivated and focused on delivering excellence in customer solutions and accurate & timely payment processing.

#### **JOB DESCRIPTION:**

Supervisor - Specific Roles - Perform payment processing work to resolve key payment processing issues so that accurate payments can be processed in a timely manner to support LUMA cash flow and key operational metrics (e.g., DSO). - Perform daily payment reconciliations ("Balancing & Controls" process) to assess previous day's control report and compare to dollar amounts processed through the bank accounts. - Assess payment processing management processes and identify, size, and prioritize improvement opportunities to drive continuous improvement. - Develop collaborative workflow processes with intra-Billing Services Teams. - Manage team of Analysts and Customer Care Representatives in the identification, analysis, and processing of payments. - Identify opportunities to reduce the cost of payment processing, while maximizing the level of convenience and efficiency for customers. - Develop and maintain relationships with key vendors, including banks, payment processing firms, third-party payment centers, etcetera. - Assess baseline performance metrics as per the O&M agreement (e.g., DSO). - Develop additional performance metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of Payment Processing Team performance; produce relevant performance reports (e.g., monthly, quarterly, annual). Supervisor – General Roles - Acts as a champion to develop a "safety first" culture within the organization. Lead by example through personal demonstration of Health, Safety and Environment best practices daily. - Supports the Billing Services area to ensure processes are followed. - Leads assessment to understand root cause and implement corrective actions when targets are not met. - Acts as a "champion for change" to ensure that business process and technology improvements are successfully implemented and promoted in the area. - Supports and leads development of work plans to ensure work is completed on time and on budget. - Addresses day to day operating issues and/or escalates to Director as needed or required. - Monitors business metrics and reporting to ensure targets are met. - Supports the creation and maintenance of a local emergency response plan that is aligned with district, region, corporate, community emergency

plans and/or business continuity plans. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Leads, coaches, and supports employee performance. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Ensures that all incidents and near misses are reported, documented, investigated, and acted upon including escalation to the Manager with follow up as required. - Fosters good relations with local officials. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's degree

### **Experience**

- 6+ years related work experience in leading high performing customer service teams. - Experience with payment processing technology systems. Experience in developing and delivering training for payment processing systems. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. Proficient in the use of common computer applications (e.g., Microsoft Office and CC&B). - Organizational planning and development skills. Experience in key account relationship management and stakeholder engagement. - Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Excellent interpersonal and communication (both written and oral) skills. - Exceptional analytical, decision making, and problem-solving skills. - Exceptional attention to detail. - Strong ability to be resourceful and make prudent decisions in a fast-paced environment. Preferred - +8 Years of Experience

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Supervisor, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Billing Services Manager, this position brings professional skills, abilities, and knowledge to the Billing Services team in performing the analysis of bills with billing exceptions of all types across all LUMA customer segments (residential, commercial, industrial and governmental) to ensure that accurate bills are issued on a timely basis. The Billing Services Supervisor is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring a well-executed Billing Services process to support realization of key performance metrics. Supervisor will ensure business operations meet customer service delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes and procedures. Responsibilities also include developing business cases, assisting with budget and business plan development, and managing expenditures. This position is responsible for leading the Bill Print & Delivery (BP&D) team in facilitating the timely printing & delivery of customer bills for all LUMA customer segments (residential, commercial, industrial and governmental). Responsibilities include printing customer bills on a monthly basis, delivering customer bills through printed and electronic channels (e.g., U.S. Mail, eBill), and putting in place a 'returned mail' process to effectively manage all bills returned as 'undeliverable.' In addition, the Supervisor is responsible for overseeing process improvement initiatives, identifying root cause issue(s), collaborating with "upstream" and "downstream" LUMA stakeholders to improve performance, and utilizing appropriate bill print and delivery technology solutions. In addition, supervisor is responsible for ensuring employees are highly motivated and focused on delivering excellence in customer solutions and accurate billing exception management.

**JOB DESCRIPTION:**

Supervisor - Specific Roles - Implement a best in class approach for the identification, analysis, and processing of bills with billing exceptions at LUMA for all customer types. - Assess billing exception management processes and identify, size and prioritize improvement opportunities to drive continuous improvement. - Develop collaborative workflow processes with intra-Billing Services Teams. - Manage team of Customer Care Representatives in the identification, analysis and timely processing of billing exceptions. - Implement a best in class approach for the printing and delivery of LUMA utility bills to all customer types as well as the managed of shipped bills returned as 'undeliverable'. - Assess bill printing, enveloping, shipping and returned mail processes and identify, size and prioritize improvement opportunities to drive continuous improvement. - Develop and prioritize improvement opportunities into gap closure improvement plan(s) with linkages to key Customer Experience metrics (e.g., J.D. Power Customer Satisfaction (Residential/Commercial), delayed bills, returned mail as a % of overall mail, etc.). - Develop collaborative workflow processes with Billing Services teams (e.g., Billing, Payments, etc.), with other CX Teams (e.g., Contact Center, Regional CX, etc.) and other LUMA departments. - Manage BP&D vendor relationship to improve processes, meet performance targets, and ensure the timely printing, enveloping and shipping of LUMA customer bills. - Leverage technology platform solutions in partnership with the BP&D vendor for the efficient and effective printing, enveloping and shipping of customer bill. -

Enable operational metric / reporting from bill process management/database solution. - Leverage technology platform solutions for the efficient and effective management of billing exception work; enable operational metric / reporting from the work management database solution. - Assess baseline performance metrics as per the O&M agreement (e.g., DSO). - Develop additional performance metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of Billing Exception Management Team performance; produce relevant performance reports (e.g., monthly, quarterly, annual). Supervisor – General Roles - Supports the Manager as a champion to develop a “safety first” culture within the organization. - Lead by example through personal demonstration of Health, Safety and Environment best practices on a daily basis. - Supports the Billing Services area to ensure processes are followed. - Leads assessment to understand root cause and implement corrective actions when targets are not met. - Supports the Manager as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area. - Supports and leads development of work plans to ensure work is completed on time and on budget. - Addresses day to day operating issues and/or escalates to Manager as needed or required. - Monitors business metrics and reporting to ensure targets are met. - Supports the creation and maintenance of a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Leads, coaches, and supports employee performance. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Ensures that all incidents and near misses are reported, documented, investigated and acted upon including escalation to the Manager with follow up as required. - Fosters good relations with local officials. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's degree

### **Experience**

- 6+ Years of Experience. - Experience with Billing applications and technology systems. - Experience in developing and delivering training for billing exception related skills and processes. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. - Proficient in the use of common computer applications (e.g., Microsoft Office and CC&B). - Organizational planning and development skills. - Experience in key account relationship management and stakeholder engagement. - Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Excellent interpersonal and communication (both written and oral) skills. - Exceptional analytical, decision making, and problem-solving skills. - Exceptional attention to detail. - Strong ability to be resourceful and make prudent decisions in a fast-paced environment. Preferred - +8 Years of Experience.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Supervisor, Substation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the supervision of Transmission Substation Maintenance activities. The Supervisor oversees and plans Transmission work crews of the respective technical subject area.

**JOB DESCRIPTION:**

Supervises and provides technical guidance to maintenance and construction operations; provides input and executes process; suggests operational changes and adjustments as required to meet business goal. Lead direct reports through execution of project and maintenance plans, following the overall direction of Operations and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working.

Conducts regular, on-going staff meetings with Maintenance organization to create an environment of open and effective communications across the operational area.

Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.

Monitors quantity of work within areas of responsibility, taking corrective action where necessary to assure that the team performs consistent with expectations.

Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships.

Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources.

Assists Management by contributing ideas regarding areas of savings and efficiencies.

Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.

Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements.

Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

Education

Trade designation as a Technician/Journeyman/Electrician considered an asset

Construction or Electrical Engineering Degree or Diploma considered an asset

Experience

Minimum 3 years industry experience

Experience leading a crew in a utility organization

Experienced at understanding job functions and performance

Demonstrated strong communication and interpersonal skills

Licenses and Certifications

Valid driver's license

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**JOB TITLE:** Warehousing Supervisor, Generation Plant, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Warehouse Management, the Supervisor of Warehouse Management responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

Supervise the operations of the assigned Warehouses

Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers

Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management

Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses

Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills

Execute developed warehousing operations standards, policies, guidelines, strategies and best practices

Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills

Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards

Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations.

Proven leadership ability in high pressure scenarios

Physical and mental ability to perform essential functions of the job

Ability to work quickly and efficiently

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Experience

Business Diploma, Degree, or SCM Diploma Degree

Education

5+ years previous Supply Chain experience

Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

Licences

Driver's License

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**JOB TITLE:** Manager, Strategic Sourcing

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President of Procurement & Contracts, this position manages a team of Sourcing, Procurement and Contract Specialists. It is responsible for the procurement, negotiation, and implementation of complex, high-risk, or significant contracts and procurements. Engages proactively with stakeholders throughout the organization and aims to provide solutions that implement strategic sourcing principles and/or procurement & contracting best practices.

**JOB DESCRIPTION:**

Strategic Sourcing leadership – Manage complex, high-risk, or significant procurements and contracts. Apply strategic sourcing principles. Assist the Vice President of Procurement & Contracts in developing and implementing sourcing, procurement, and contracting plans and strategies.

Supervise team and manage and organize specialists' workloads and workflow.

Develop performance goals and objectives for the team and the specialists. Monitor and assess the specialists' and the team's performance.

Support and assist the Vice President of Procurement & Contracts in the development of a high-performance workforce and of sourcing, procurement, and contracting policies and practices.

Possess intermediate computer skills.

Fluent in Spanish and English (being able to read, speak, and write in the language).

Perform major storm restoration work and associated drills, as assigned.

Follow all company policies and procedures.

Other duties assigned by the Vice President of Procurement & Contracts.

**REQUIREMENTS**

Leadership Responsibilities

Yes, various employees

Education

Required

Undergraduate degree, preferably in Business, Finance, Engineering, Supply Chain Management, or an equivalent

Juris Doctor from an accredited School of Law

Preferred

Post-graduate degree considered an asset

Experience

Required

Procurement, project management, vendor management, contracting, legal, and/or supply chain experience required.

Licenses/Certifications

N/A

Travel Requirements

Travels: Yes

Percent of time: 20%

Overnight required: Yes

Physical Demands

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detail information if spoken to

Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Project Manager, Renewables System Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of all capital projects work on LUMA Renewable & System Projects associated with Transmission/Distribution Lines, Substations, Telecom facilities and associated work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

The Project Managers are expected to multitask and diligently handle multiple Projects competing for Resources and PM attention with competing timelines and objectives to be achieved together under a common Capital Program. This position is expected to have the ability, skills and experience to handle multiple large scale and large value complex projects at the same time.

This position supports LUMA through the planning and delivery of project work through all phases of new capital projects. This includes interaction and collaboration with the Construction Managers, Commissioning Manager, Project Control manager, HSE lead, Commissioning Lead, and Construction Lead along with all applicable support services including contract admin, finance, indigenous relations, and project management. This position is responsible for all planning, monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

This position will kickoff Project, manage interface with Contractors during Construction and ensure that all Project deliverables including construction is completed in accordance with Design and Contract packages

**JOB DESCRIPTION:**

Safety Oriented ensuring safe work and safety of everyone.

Ensure contract policies & practices are followed to; ensure the Company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the Company from failure risks.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise.

Ensure the Project Execution Model is applied and supported (preliminary assessment, feasibility, detailed development and execution phases) to fullest extent possible for any project

Lead the project team by running meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates.

Lead and represent LUMA at various third-party information sessions. Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies, Indigenous Groups, contractors, and internal staff including L & P, Construction, Survey, HSE, and Regional and District staff.

Lead and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Provide support to incident investigation as and when required.

Good interpersonal skills with strong written and oral communication skills.

A solid knowledge of Microsoft Office PC applications along with Project Management tools (MS projects, Primavera P6, TBD)

Solid Understanding of Earned Value Analysis and Management for monitoring, tracking and reporting of project progress updates.

Excellent in identifying and managing risk on projects.

Change Management of Scope, Costs and Duration changes in a project.

## **REQUIREMENTS**

### **Education**

Bachelor of Science, Engineering, Business, or technical institute

Project management Professional (PMP or PgMP) training and experience would be considered an asset

### **Experience**

5 years or more in a electrical utility environment with knowledge in design, construction, and commissioning of transmission, distribution systems, equipment and components.

Experienced with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Utility Scale Capital Programs.

Expert knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies).

Ability to effectively communicate with all levels of the organization through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Knowledgeable about OH&S Safety Regulations

Proficient in handheld GPS usage, GIS, Computers, MS Office and Outlook applications.

Good knowledge of applicable Municipal, State and Federal Legislation.

Good knowledge of LUMA Project Management and Construction Standards Manual.

Excellent, organizational, communication, interpersonal and leadership skills.

Proven skills in Project Execution and Contractor Management.

Excellent problem solving and decision-making abilities.

Work with limited supervision. Track / monitor / report on various deliverables. Prioritize and organize own work. Excellent time management, organizational and planning skills. Attention to accuracy and detail.

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook, MS Projects, Primavera P6, Computer based Earned Value Management, Cost Control, Schedule Control, Resourcing management, Risk Management, Project Management Tools.

#### Licenses/Certifications

Valid Driver's License and First Aid Training is required.

#### Travel Requirements

Up to 50%

#### Physical Demands

Stationary Position: significant time sitting, standing and moving

Climb: some

Kneel: Frequently

Grab: Frequently

Bend: Some

Lift/Carry: Over 5-50 lbs.

Vision: 20/20 Corrected Vision

Hearing: Office / site setting, corrected if necessary

#### Working Conditions

Wet or Humid: Some

Working Near/On Moving Mechanical Parts: Yes

Working On/Near Heavy Machinery: Yes

Working in High Places: Some

Exposed to Fumes/Airborne Particles: Some

Exposed to Toxic or Caustic Chemicals: Sometimes / Site Based

Outdoor Weather Conditions: Yes

Work with Electricity: Yes

Work with Explosives: N/A

Risk of Radiation: Unknown

Noise Conditions: Yes, at Site

Other Environmental Conditions Include: Typical Site based External Weather Conditions including Hurricanes

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**JOB TITLE:** Project Coordinator, Renewables System Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is critical in assisting the project manager in overall project planning, organizing, management, supervision, coordination and administration of all capital projects work on LUMA Renewable & System Projects associated with Transmission/Distribution Lines, Substations, Telecom facilities and associated work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

The Project Coordinators are expected to multitask and diligently handle multiple Projects competing for Resources and PM attention with competing timelines and objectives to be achieved together under a common Capital Program. This position is expected to have the ability, skills and experience to handle project coordination duties on multiple large scale and large value complex projects at the same time.

This position assists and supports LUMA through the planning and delivery of project work through all phases of a new capital project. This position is responsible for assisting the project manager with effective planning and management of all phases of project. This includes interaction and collaboration with the Construction Managers, Commissioning Managers, Project Managers, HSE lead, Commissioning Lead, and Construction Leads along with all applicable support services including contract admin, finance, indigenous relations, and project management. This position is responsible for all planning, monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

This position will actively assist project managers to kickoff Project, manage interface with Contractors during Construction and ensure that all Project deliverables including construction is completed in accordance with Design and Contract packages.

**JOB DESCRIPTION:**

Safety Oriented ensuring safe work and safety of everyone.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise.

Attend meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates.

Ensure, evaluate and monitor the "quality" process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Assist the PM to manage and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to



maintain the schedule within authority levels or escalate to quickly address. Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract. Review and approve Contractor procedures for adherence to established safe practices. Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Support Project Manager oversight to ensure that Project Management Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Good interpersonal skills with strong written and oral communication skills.

A solid knowledge of Microsoft Office PC applications along with Project Management tools (MS projects, Primavera P6)

Solid Understanding of monitoring, tracking and reporting of project progress updates.

Knowledgeable about Project baselines and tracking of project progress to baselines for scope, costs and schedules.

Demonstrated ability to work in a team environment

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Degree in Engineering, Commerce, Business, B.Sc. or Registered Engineering Technologist

Project management Professional (PMP) or similar training and experience would be considered an asset.

Experience

3 years or more in an electrical utility environment with knowledge in projects management, and /or construction management role.

Experience with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale Capital Programs would be an asset.

Knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies) would be an asset.

Ability to effectively communicate with all levels of the organization through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Proficient in handheld GPS usage, GIS, Computers, MS Office and Outlook applications.

Knowledge of applicable Municipal, State and Federal Legislation would be an asset.

Knowledge of LUMA Project Management and Construction Standards Manual.

Good in organizational, communication, interpersonal and leadership skills.

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook, Resourcing management, Risk Management, Project Management Tools.

Licenses/Certifications

Valid Driver's License and First Aid Training is required

Requisitos de Viaje

50%

Physical Demands

Stationary Position: significant time sitting, standing and moving

Climb: some

Kneel: Frequently

Grab: Frequently

Bend: Some

Lift/Carry: Over 5-50 lbs.

Vision: 20/20 Corrected Vision

Hearing: Office / site setting, corrected if necessary

Working Conditions

Wet or Humid: Some

Working Near/On Moving Mechanical Parts Yes

Working On/Near Heavy Machinery: Yes

Working in High Places: Some

Exposed to Fumes/Airborne Particles: Some

Exposed to Toxic or Caustic Chemicals: Sometimes / Site Based

Outdoor Weather Conditions: Yes

Work with Electricity: Yes

Work with Explosives :N/A

Risk of Radiation: Unknown

Noise Conditions: Yes at Site

Other Environmental Conditions Include: Typical Site based External Weather Conditions including Hurricanes

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**JOB TITLE:** Project Manager, System Improvement Programs

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of all capital projects work on LUMA System Improvement Programs associated with Transmission/Distribution Lines, Substations, Streetlights, Telecom facilities and associated work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

The Project Managers are expected to multitask and diligently handle multiple Projects competing for Resources and PM attention with competing timelines and objectives to be achieved together under a common Capital Program. This position is expected to have the ability, skills and experience to handle multiple large scale and large value complex projects at the same time.

This position supports LUMA through the planning and delivery of project work through all phases of new capital projects. This includes interaction and collaboration with the Construction Managers, Commissioning Manager, Project Control manager, HSE lead, Commissioning Lead, and Construction Lead along with all applicable support services including contract admin, finance, indigenous relations, and project management. This position is responsible for all planning, monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

This position will kickoff Project, manage interface with Contractors during Construction and ensure that all Project deliverables including construction is completed in accordance with Design and Contract packages.

**JOB DESCRIPTION:**

Safety Oriented ensuring safe work and safety of everyone.

Ensure contract policies & practices are followed to; ensure the Company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the Company from failure risks.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise.

Ensure the Project Execution Model is applied and supported (preliminary assessment, feasibility, detailed development and execution phases) to fullest extent possible for any project

Lead the project team by running meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates.

Lead and represent LUMA at various third-party information sessions. Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies, Indigenous Groups, contractors, and internal staff including L & P, Construction, Survey, HSE, and Regional and District staff.

Lead and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Provide support to incident investigation as and when required.

Good interpersonal skills with strong written and oral communication skills.

A solid knowledge of Microsoft Office PC applications along with Project Management tools (MS projects, Primavera P6, TBD)

Solid Understanding of Earned Value Analysis and Management for monitoring, tracking and reporting of project progress updates.

Excellent in identifying and managing risk on projects.

Change Management of Scope, Costs and Duration changes in a project.

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Bachelor of Science, Engineering, Business, or technical institute

Project management Professional (PMP or PgMP) training and experience would be considered an asset

Experience

5 years or more in a electrical utility environment with knowledge in design, construction, and commissioning of transmission, distribution systems, equipment and components.

Experienced with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Utility Scale Capital Programs.

Expert knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies).

Ability to effectively communicate with all levels of the organization through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Knowledgeable about OH&S Safety Regulations

Proficient in handheld GPS usage, GIS, Computers, MS Office and Outlook applications.

Good knowledge of applicable Municipal, State and Federal Legislation. Good knowledge of LUMA Project Management and Construction Standards Manual.

Excellent, organizational, communication, interpersonal and leadership skills.

Proven skills in Project Execution and Contractor Management.

Excellent problem solving and decision-making abilities.

Work with limited supervision. Track / monitor / report on various deliverables. Prioritize and organize own work. Excellent time management, organizational and planning skills. Attention to accuracy and detail.

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook, MS Projects, Primavera P6, Computer based Earned Value Management, Cost Control, Schedule Control, Resourcing management, Risk Management, Project Management Tools.

#### Licenses/Certifications

Valid Driver's License and First Aid Training is required.

#### Travel Requirements

Up to 50%

#### Physical Demands

Stationary Position: significant time sitting, standing and moving

Climb: some

Kneel: Frequently

Grab: Frequently

Bend: Some

Lift/Carry: Over 5-50 lbs.

Vision: 20/20 Corrected Vision

Hearing: Office / site setting, corrected if necessary

#### Working Conditions

Wet or Humid: Some

Working Near/On Moving Mechanical Parts: Yes

Working On/Near Heavy Machinery: Yes

Working in High Places: Some

Exposed to Fumes/Airborne Particles: Some

Exposed to Toxic or Caustic Chemicals: Sometimes / Site Based

Outdoor Weather Conditions: Yes

Work with Electricity: Yes

Work with Explosives: N/A

Risk of Radiation: Unknown

Noise Conditions: Yes, at Site

Other Environmental Conditions Include: Typical Site based External Weather Conditions including Hurricanes

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**VETERAN STATUS, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, OR ANY OTHER CHARACTERISTIC PROTECTED BY FEDERAL, STATE OR LOCAL LAWS.**

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**JOB TITLE:** Project Coordinator Systems Improvements Programs Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is critical in assisting the project manager in overall project planning, organizing, management, supervision, coordination and administration of all capital projects work on LUMA System Improvement Programs associated with Transmission/Distribution Lines, Substations, Streetlights, Telecom facilities and associated work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

The Project Coordinators are expected to multitask and diligently handle multiple Projects competing for Resources and PM attention with competing timelines and objectives to be achieved together under a common Capital Program. This position is expected to have the ability, skills and experience to handle project coordination duties on multiple large scale and large value complex projects at the same time.

This position assists and supports LUMA through the planning and delivery of project work through all phases of a new capital project. This position is responsible for assisting the project manager with effective planning and management of all phases of project. This includes interaction and collaboration with the Construction Managers, Commissioning Managers, Project Managers, HSE lead, Commissioning Lead, and Construction Leads along with all applicable support services including contract admin, finance, indigenous relations, and project management. This position is responsible for all planning, monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

This position will actively assist project managers to kickoff Project, manage interface with Contractors during Construction and ensure that all Project deliverables including construction is completed in accordance with Design and Contract packages.

**JOB DESCRIPTION:**

Safety Oriented ensuring safe work and safety of everyone.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise.

Attend meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates.

Ensure, evaluate and monitor the "quality" process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Assist the PM to manage and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to

maintain the schedule within authority levels or escalate to quickly address. Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract. Review and approve Contractor procedures for adherence to established safe practices. Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Support Project Manager oversight to ensure that Project Management Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Good interpersonal skills with strong written and oral communication skills.

A solid knowledge of Microsoft Office PC applications along with Project Management tools (MS projects, Primavera P6)

Solid Understanding of monitoring, tracking and reporting of project progress updates.

Knowledgeable about Project baselines and tracking of project progress to baselines for scope, costs and schedules.

Demonstrated ability to work in a team environment.

## **REQUIREMENTS**

### Leadership Responsibilities

N/A

### Education

Degree in Engineering, Commerce, Business, B.Sc. or Registered Engineering Technologist

Project management Professional (PMP) or similar training and experience would be considered an asset.

### Experience

3 years or more in an electrical utility environment with knowledge in projects management, and /or construction management role.

Experience with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale Capital Programs would be an asset.

Knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies) would be an asset.

Ability to effectively communicate with all levels of the organization through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Proficient in handheld GPS usage, GIS, Computers, MS Office and Outlook applications.

Knowledge of applicable Municipal, State and Federal Legislation would be an asset.

Knowledge of LUMA Project Management and Construction Standards Manual.

Good in organizational, communication, interpersonal and leadership skills.

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook, Resourcing management, Risk Management, Project Management Tools.

### Licenses/Certifications

Valid Driver's License and First Aid Training is required.

### Travel Requirements



50%

Physical Demands

Stationary Position: significant time sitting, standing and moving

Climb: some

Kneel: Frequently

Grab: Frequently

Bend: Some

Lift/Carry Over: 5-50 lbs.

Vision: 20/20 Corrected Vision

Hearing: Office / site setting, corrected if necessary

Working Conditions

Wet or Humid: Some

Working Near/On Moving Mechanical Parts: Yes

Working On/Near Heavy Machinery: Yes

Working in High Places: Some

Exposed to Fumes/Airborne Particles: Some

Exposed to Toxic or Caustic Chemicals: Sometimes / Site Based

Outdoor Weather Conditions: Yes

Work with Electricity: Yes

Work with Explosives: N/A

Risk of Radiation: Unknown

Noise Conditions :Yes at Site

Other Environmental Conditions Include: Typical Site based External Weather Conditions including Hurricanes

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**JOB TITLE:** Project Coordinator, Distribution Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Senior Project Manager, the Project Coordinator, Distribution Projects position is critical in supporting the project manager in overall project planning, organizing, management, coordination and administration of all capital projects work for distribution level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible to support the Project Manager for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

Safety Oriented ensuring safe work and safety of everyone.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise

Attend meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates Ensure, evaluate and monitor the "quality" process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Assist the PM to manage and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address. Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract. Review and approve Contractor procedures for adherence to established safe practices. Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Support Project Manager oversight to ensure that Project Management Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

Education

Bachelor of Science, Engineering, Business, or technical institute

Project management Professional (PMP or PgMP) training and experience would be considered an asset.

#### Experience

Minimum of 3 years experience or more in an electrical utility environment with knowledge in projects management, and /or construction management role.

Experience with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale Capital Programs would be an asset.

Knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies) would be an asset.

Good interpersonal skills with strong written and oral communication skills.

A solid knowledge of Microsoft Office PC applications along with Project Management tools (MS projects, Primavera P6)

Solid Understanding of monitoring, tracking and reporting of project progress updates.

Knowledgeable about Project baselines and tracking of project progress to baselines for scope, costs and schedules.

Demonstrated ability to work in a team environment.

Ability to effectively communicate with all levels of the organization through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Proficient in handheld GPS usage, GIS, Computers, MS Office and Outlook applications.

Knowledge of applicable Municipal, State and Federal Legislation would be an asset

Knowledge of LUMA Project Management and Construction Standards Manual.

Good in organizational, communication, interpersonal and leadership skills

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook, Resourcing management, Risk Management, Project Management Tools.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

Travels: Yes

Percent of Time: Up to 50%

Overnight Required: Yes

#### Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: Seldom

Kneel: Frequently

Grab: Frequently

Bend: Seldom

Lift/ Carry over: 5-50 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: Seldom

Working near or on heavy machinery: Seldom

Working in high places: Seldom

Exposed to fumes or airborne particles: Seldom

Exposed to toxic or caustic chemicals: Seldom

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: Seldom

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): Seldom

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Lead Engineer, Information Applications  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Information Systems, this position is responsible for leadership and development of the Information Applications team. The team is responsible for providing actionable information to user groups throughout the organization and for ensuring our asset information registry continues to meet evolving organizational needs.

**JOB DESCRIPTION:**

Responsible to ensure team provides accurate, timely reporting, analytics and auditing services to its internal customers.

Responsible for assigning work in the group and managing non-standard requests.

Initiates improvements to our asset information registry and reporting tools

Initiates changes to reporting practices and implements customer recommendations as required.

Monitors consolidated business metrics to ensure targets are met and identify trends, issues.

Ensures competency of staff by identifying training needs and providing training and mentorship.

Optimizes the use of resources across the group and liaisons with other groups to ensure objectives are met.

Provides leadership and direction for new initiatives within the group.

Develops and manages the strategic application of human resources within the Asset Information group.

Supervises the Engineer and Technologists in the group, and is actively involved in performance management plans, coaching, and succession planning.

Works with team to ensure, goals are being met.

Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety, Quality and Environment.

Managing and maintaining strong relationships with supplier and customer groups within LUMA, including: Asset Information Maintenance, Engineering, Project Teams, System Planning, Asset Strategy and Analytics, Operations and Maintenance

Proven experience applying sound judgment to make decisions.

Proven ability to manage and resolve conflict.

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Proven leadership skills & ability to nurture/coach people

Strong knowledge of LUMA's current asset information technology

Strong knowledge of Databases and Data Management Systems

Strong knowledge of data analytics and business intelligence tools

Strong knowledge of asset information technology trends

Working knowledge of electrical system assets

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Senior Business Analyst

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position supports the Streetlight department by tracking program performance metrics and managing key performance indicators of the Streetlight Program. The Business Analyst will work with team members to prepare data forecasting, establish execution goals and track completion for reporting requirements. In addition, the business analyst will be responsible of tracking financial performance on a project-by-project basis. The successful candidate will play a key role in ensuring program meet objectives. The role will require well rounded technical aptitude, high problem solving ability, and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for the preparation of Key Performance Indicators (KPIs).
- Evaluate program performance by utilizing forecast vs. actual data.
- Prepare clear and concise reports to communicate program performance.
- Evaluate and modify current program projections to accommodate changes.
- Prepare and coordinate presentations to report on program performance.
- Prepare financial forecast to ensure the program meets established goals.
- Manipulation of spreadsheets and large quantity of data is required.
- Ability to work under pressure.
- Good and effective interpersonal skills.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Perform other duties as assigned.

**REQUIREMENTS**

**EDUCATION AND EXPERIENCE:**

Bachelor's degree in Business Administration (accounting, finance, economics or related area).

Three (3) years of related experience.

Proficiency and experience in Word, Excel, PowerPoint, Access, MS-Project, Asset Suite

**LICENSES / CERTIFICATIONS:**

Required Licenses/Certifications

N/A

Preferred Licensed/Certifications

N/A

**SUPERVISORY RESPONSIBILITIES:**

N/A

TRAVEL REQUIREMENTS:

Travels: No

Percent of time: Choose an item.

Overnight required: No

PHYSICAL DEMANDS:

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - Less than 5 LBS

Vision - Vision acuity to operate vehicle

Hearing - Understanding sounds required for operating vehicle

WORKING CONDITIONS:

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions:

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



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**JOB TITLE:** Project Cost Controller, Cost Controls

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Cost Controls, this position is responsible for overall cost analysis, tracking, monitoring and control work in support of Capital Projects. This role is responsible for cost monitoring and controlling within defined standards and consistent practices. The position works closely with project teams on the compilation, assessment and documentation of project costs and associated cost monitoring and reporting required at various stages of the project.

**JOB DESCRIPTION:**

Responsible for the cost monitoring, tracking and cost control work for all Capital projects, including Transmission Lines, Substations, Distribution and Telecom projects.

Expected to be a functional expert of cost monitoring and cost controls practice within LUMA.

Responsible for Earned Value Management system reporting.

Identifying systemic issues within processes & tools. Developing corrective strategies to mitigate or eliminate issues.

Identifying internal & industry best practices for cost control and applying to internal standards consistently within the workgroup.

Monitoring outgoing cost control data and reports to ensure they meet core internal criteria & consistency.

Implementing approved cost control reports and information & core differences to management and project sponsors.

Responsible for ensuring the correct application of internal databases & for establishing & evoking methodologies to update database & cost control tools based on historical triggers.

Analyze internal costs to identify trends in cost forecasts. Support the project team by attending meetings and working collaboratively with others.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

Education

Bachelor's degree in Engineering, Construction Management or related field.

Applicable experience may be substituted for the degree requirement.

Project Cost Control and management training and experience would be considered an asset. Additional Professional Certifications in Cost Management are preferred.

Experience-

Minimum 5 years in Cost Monitoring and Controlling Experience in a Regulated Utilities or EPC Environment.

Experienced with Work Breakdown Structure (WBS) Cost Breakdown Structure, Control Work Packages, Project Cost Codes, MS Projects/ Primavera P6 and other scheduling and monitoring software.

Experienced with Earned Value Management and Analysis in Project Cost and Progress Monitoring.

License/Certifications

- Valid Driver's License.

Travel Requirements

- 10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Analyst, Integrated Resource Plan (IRP)

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Regulatory Analysts are within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives.

Regulatory works with all LUMA departments in support of LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator, and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Regulatory Team consists of five groups, among them:

The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities.

The Supply Side Contract Administration group within Regulatory is responsible for conducting analysis and studies related to power generation and dispatch as well as interacting with generation stakeholders and the energy regulator.

The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

The Grid Modernization group within the Regulatory Team works alongside external stakeholders and LUMA teams to set forth the foundations and develop plans for grid modernization. This is a forward-thinking group that provides an opportunity to help shape the future of PR's energy sector.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

This position supports regulatory filing teams in providing high quality service and work product while meeting regulatory filing requirements and deadlines. Directly responsible for the overall quality of service, work papers, analytical and review standards and compliance with PREBs filing requirements. Supports the Leads to ensure objectives are met to support filings and analysis as requested.

**JOB DESCRIPTION:**

Responsible for the accurate and efficient preparation of work papers and data for filing.

Preparation of regulatory policy analysis including position papers, review of previous filings, and communication documents for broader company.

Ensure that key issues/decisions are escalated to Lead and others in a timely manner.

Ability to develop and use a variety of analytical approaches to analyze, synthesize information, identify patterns, solve issues, and make recommendations.

Technical writing ability that conveys intended messages to target audiences with clarity and precision.  
Show ability to work independently and collaboratively with diverse teams and work groups across the organization and external stakeholders.  
Demonstrates skill in planning, managing, and prioritizing.  
Participate in training and staff development, ensuring other functional teams have knowledge and understanding of regulatory filings and underlying processes.  
Desire to seek out experiences and opportunities to develop and try new skills and knowledge.  
Tasks may vary by group within the Regulatory Team.  
Perform major storm restoration work and associated drills as assigned.  
Follow all policies and procedures.  
Other duties as assigned.

## **REQUIREMENTS**

### **Education**

Bachelor's Degree in Business, Finance, Engineering, Law, Economics, Statistics and/or related field.

### **Experience**

+5 years of regulatory, utility industry, electricity sector experience and/ or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

Efficiency in delivering technical and policy documents in English.

Experience with data analytics is an asset.

### **Licenses/Certifications**

N/A

### **Physical Demands**

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5 - 10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### **Working Conditions**

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Regulatory Analyst

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Regulatory Analysts are within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives.

Regulatory works with all LUMA departments in support of LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator, and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Regulatory Team consists of five groups, among them:

\*The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities.

\*The Supply Side Contract Administration group within Regulatory is responsible for conducting analysis and studies related to power generation and dispatch as well as interacting with generation stakeholders and the energy regulator.

\*The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

\*The Grid Modernization group within the Regulatory Team works alongside external stakeholders and LUMA teams to set forth the foundations and develop plans for grid modernization. This is a forward-thinking group that provides an opportunity to help shape the future of PR's energy sector.

\*The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

This position supports regulatory filing teams in providing high quality service and work product while meeting regulatory filing requirements and deadlines. Directly responsible for the overall quality of service, work papers, analytical and review standards and compliance with PREBs filing requirements. Supports the Leads to ensure objectives are met to support filings and analysis as requested.

**JOB DESCRIPTION:**

Responsible for the accurate and efficient preparation of work papers and data for filing.

Preparation of regulatory policy analysis including position papers, review of previous filings, and communication documents for broader company.

Ensure that key issues/decisions are escalated to Lead and others in a timely manner.

Ability to develop and use a variety of analytical approaches to analyze, synthesize information, identify patterns, solve issues, and make recommendations.



Technical writing ability that conveys intended messages to target audiences with clarity and precision.  
Show ability to work independently and collaboratively with diverse teams and work groups across the organization and external stakeholders.  
Demonstrates skill in planning, managing, and prioritizing.  
Participate in training and staff development, ensuring other functional teams have knowledge and understanding of regulatory filings and underlying processes.  
Desire to seek out experiences and opportunities to develop and try new skills and knowledge.  
Tasks may vary by group within the Regulatory Team.  
Perform major storm restoration work and associated drills as assigned.  
Follow all policies and procedures.  
Other duties as assigned.

## **REQUIREMENTS**

### Education

Bachelor's Degree in Business, Finance, Engineering, Law, Economics, Statistics and/or related field.

### Experience

+5 years of regulatory, utility industry, electricity sector experience and/ or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

Efficiency in delivering technical and policy documents in English.

Experience with data analytics is an asset.

### License/Certifications

N/A

### Travel Requirements

Viajar:No

### Physical Demands

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5 - 10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Director, Grid Modernization

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The primary function of this position is to monitor compliance, coordinate, support, analyze and communicate System Remediation Plan (SRP) focusing on infrastructure investment plan to improve overall utility performance to meet the Operation & Maintenance (O&M) contract requirement and regulatory stipulations; Regulatory requirements (Regulatory Programs) focusing on Energy Efficiency, Demand Response, Renewable Integration, and Microgrid initiatives, and support of Integrated Resource Plan (IRP) as well as initiate and project manage the execution of IRP as mandated by law and required by regulation. Provide support to Operating, Business, & Regulatory Functions and executive Management.

**JOB DESCRIPTION:**

Responsible for team performance that coordinates and oversees the completion of key components of System Remediation Plan (SRP) and Performance Metrics as established in the OMA on behalf of LUMA Energy.

Responsible for team performance that coordinates and oversees the evolution and completion of programs that are required by regulation and law on behalf of LUMA Energy.

Responsible for planning the execution and development of integrated resource planning (IRP) for Puerto Rico. The actual work will be developed by a third-party service.

Develop framework and procedures to initiate, elaborate, consolidate and optimize business process of SRP, performance indicator analysis and control, IRP and customer programs

Promote, review and approve action plan and targets for its team (Manager, Leaders and Analysts)

Propose prioritization process to identify projects and initiatives that add value to LUMA's performance

Review, analyze and approves adequacy of System Remediation Plan complying with the O&M, regulatory, P3, Federal Funding requirement.

Review, analyze and approves consistency of performance metrics, highlighting potential improvement opportunities of performance achievement.

Ensure SRP and Performance Metrics compliance with Regulator, State and Federal requirement and orders.

Provide guidance of regulatory requirements to departments that are executing the regulatory programs.

Ensure compliance with Regulator, State and Federal requirement and orders.

Provide inputs to proposed regulations and order, coordinate inputs from internal stakeholders and assist Regulatory team as requested.

Provide inputs to proposed regulations and order, coordinate inputs from internal stakeholders and assist Regulatory team as requested.

Participate and assist in the development of regulatory strategy Participating in relevant agency consultations and preparing responses to and reviewing correspondence from Puerto Rico's regulatory agencies.

Coordinates with regulatory agencies and intervener personnel on SRP and Performance Matrix as requested

Collaborates with internal and outside consulting services regarding participation in regulatory filings, proceedings, comments and responses  
Process oriented with strong team and project management skills including timely feedback, coaching and collaborative problem solving, ability to manage multiple workstreams and individuals on an ongoing basis  
Superior analytical and critical thinking skills with the ability to see the big picture and interpret and assess the short- and long-term impacts of actions and strategies  
Strong interpersonal, organizational and management skills  
Ability to influence and communicate effectively with senior company personnel, external consultants, legal counsel, regulatory agency staff and industry stakeholders  
Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities  
Proficient skills in the use of computer applications (MS Office, Excel and Word in particular) Experience with programs such as Microsoft Project or other project planning software an asset  
Strong communication skills (both oral and written). Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders  
Establish and maintain a positive and proactive work environment with internal and external stakeholders

## **REQUIREMENTS**

### **Leadership Responsibilities**

Managing a team of 15+ professionals

### **Education**

Bachelor's degree in Engineering, Economics, Commerce or Business, or another relevant field

Minimum Master's degree in engineering, Economics or Business

### **Experience**

15+ years related work experience in leading highly performing teams, in a regulatory environment is an asset.

5+ years in project management role, process improvement, business change experience is an asset.

Prove record of 5+ years leading highly efficient team.

Result oriented and strong analytical skills, ability to understand complex problems with multiple stakeholders and multiple requirements.

A good understanding of the electric utility model, or other heavily regulated industries, previous experience working in energy, electricity and at a T&D utility is an asset.

Relevant experience in project management, regulated industries, finance, accounting, forecasting, economics, law is an asset.

### **Licenses/Certifications**

N/A

### **Travel Requirements**

Travels: No

Overnight required: No

### **Physical Demands**

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Director, Programs and Performance

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

The primary function of this position is to provide lead and mentor the Programs and Compliance team to monitor compliance, coordinate, support, analyze and communicate on performance metrics and utility programs, including the System Remediation Plan (SRP) and other utility programs (including Vegetation Management, Cybersecurity, Physical Security and Emergency Operations). Provide support to Operating, Business, & Regulatory Functions and executive Management on these topics.

**JOB DESCRIPTION:**

Responsible for team performance that coordinates and oversees the completion of key components of System Remediation Plan (SRP) and Performance Metrics as established in the OMA on behalf of LUMA Energy.

Responsible for team performance that coordinates and oversees the evolution and completion of programs that are required by regulation and law on behalf of LUMA Energy.

Develop framework and procedures to initiate, elaborate, consolidate and optimize business process of SRP, performance indicator analysis and control.

Promote, review and approve action plan and targets for its team (Manager, Leaders and Analysts).

Monitor prioritization process to identify projects and initiatives that add value to LUMA's performance.

Review, analyze and approves adequacy of System Remediation Plan complying with the O&M, regulatory, P3, Federal Funding requirement.

Review, analyze and approves consistency of performance metrics, highlighting potential improvement opportunities of performance achievement.

Ensure SRP and Performance Metrics compliance with Regulator, State and Federal requirement and orders.

Provide guidance of regulatory requirements to departments that are executing the regulatory programs.

Ensure compliance with Regulator, State and Federal requirement and orders.

Provide inputs to proposed regulations and order, coordinate inputs from internal stakeholders and assist Regulatory team as requested.

Participate and assist in the development of regulatory strategy, participating in relevant agency consultations and preparing responses to and reviewing correspondence from Puerto Rico's regulatory agencies.

Coordinates with regulatory agencies and intervenor personnel on SRP and Performance Metrics as requested.

Collaborates with internal and outside consulting services regarding participation in regulatory filings, proceedings, comments and responses.

Process oriented with strong team and project management skills including timely feedback, coaching and collaborative problem solving, ability to manage multiple workstreams and individuals on an ongoing basis.

Superior analytical and critical thinking skills with the ability to see the big picture and interpret and assess the short- and long-term impacts of actions and strategies.

Strong interpersonal, organizational and management skills.

Ability to influence and communicate effectively with senior company personnel, external consultants, legal counsel, regulatory agency staff and industry stakeholders.

Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities.

Proficient skills in the use of computer applications (MS Office, Excel and Word in particular) Experience with programs such as Microsoft Project or other project planning software an asset.

Strong communication skills (both oral and written). Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person.

Strong ability to develop and deliver effective presentations and facilitate meetings related to strategy, training, and collaboration with various stakeholders.

Establish and maintain a positive and proactive work environment with internal and external stakeholders.

## **REQUIREMENTS**

### **Leadership Responsibilities**

Managing a team of 5-10 professionals

### **Education**

Bachelor's degree in Engineering, Economics, Commerce or Business, or another relevant field.

Minimum Master's degree in engineering, Economics or Business, or Legal Degree.

### **Experience**

15+ years related work experience in leading highly performing teams, in a regulatory environment is an asset.

5+ years in project management role, process improvement, business change experience is an asset.

Prove record of 5+ years leading highly efficient team.

Result oriented and strong analytical skills, ability to understand complex problems with multiple stakeholders and multiple requirements.

A good understanding of the electric utility model, or other heavily regulated industries, previous experience working in energy, electricity and at a T&D utility is an asset.

Relevant experience in project management, regulated industries, finance, accounting, forecasting, economics, law is an asset.

### **Licenses/Certifications**

N/A

Travel Requirements

Travels: No

Overnight required: No

Physical Demands

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Construction Planner

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Execution Planning; this Construction Planner position is responsible for the coordination and administration of planning for construction projects for LUMA Capital division.

**JOB DESCRIPTION:**

Responsible for supporting the project development team during planning and estimating phase by actively taking part in team meetings and developing a construction related plans and deliverables.

Work with engineering, operations, commissioning and construction to understand their requirements in their discipline execution plans and engineering work packages.

Develop project execution plans, construction work plans, project construction estimates and other related documents prior to project execution.

Establish and maintain cost breakdown structure for budgets and other parameters for complete project scope based upon approved estimate.

Work with groups to create and maintain appropriate work schedules.

Participate in constructability reviews of engineering designs and project construction schedules.

Develop and integrate construction planning processes.

Solid understanding single line diagrams, review of discipline engineering packages and drawings, ability to work on scheduling software (MS Projects/ P6 or other), develop construction schedules, ability to understand and estimate outages and durations required along with mobile substation and bypassing of T&D facilities as required for work execution.

Excellent organizational, communication (verbal and written), interpersonal and leadership skills

Must be able to understand & interpret engineering drawings

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

**Education**

Bachelor's degree from an accredited university in Construction Management, Engineering or related field. Additional Professional/Technical Engineering and Construction Association memberships qualifications are preferred.

**Experience**

Minimum 2 years related work experience related to transmission line and substation construction including civil work, line and telecom foundation work and site construction management.

Experience with engineering discipline reviews and preparation of Construction Work packages, Construction scheduling, work plans, Outage Planning.

License/Certifications

- Valid Driver's License

Travel Requirements

- 50%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 31-50 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: Seldom

Working near or on heavy machinery: Seldom

Working in high places: Seldom

Exposed to fumes or airborne particles: Seldom

Exposed to toxic or caustic chemicals: Seldom

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: Seldom

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): Seldom

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Estimator, Estimating

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Estimating, this position is responsible for estimating work in support of Projects within defined standards and consistent practices. The position supports the development of best practices and consistent standards and is responsible for all estimating activities for LUMA capital projects.

**JOB DESCRIPTION:**

Responsible for providing accurate cost estimating for all projects  
Supports the workgroup in terms of long-term direction and is responsible for the estimating work for all Capital projects, including Transmission Lines, Substations, Distribution and Telecom projects  
Analyze market trends and recommend tool updates which align with these trends. Analyze internal project costs to identify trends in expenditures & project costs  
Support the development of internal benchmarks for typical project types  
Works closely with project teams on the compilation, assessment and documentation of project cost estimates at various stages of the project process  
Responsible for the application of consistent standards to ensure consistency in cost estimating  
Responsible to review best practices in industry and internal to LUMA and provides recommendations for implementation within the estimating team  
Perform other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures

**REQUIREMENTS**

Education

Bachelor's degree from a recognized Electrical Engineering or Technology Program or Business program.

Experience

Minimum 5 years in estimating experience in a Regulated Utility or EPC environment.

Experienced with AACE classifications, PREB, FEMA, Government rules and Regulations on Knowledgeable with Utility construction materials, methods and procedures is considered an asset

License/Certifications

Valid Driver's License

Travel Requirements

10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A  
Climb: N/A  
Kneel: Seldom  
Grab: Seldom  
Bend: Seldom  
Lift/ Carry over: Less than 5 LBS  
Vision: 20/20 Corrected Vision  
Hearing: Receive detailed information if spoken to  
Working Conditions  
Wet or humid: N/A  
Working near or on moving mechanical parts: N/A  
Working near or on heavy machinery: N/A  
Working in high places: N/A  
Exposed to fumes or airborne particles: N/A  
Exposed to toxic or caustic chemicals: N/A  
Frequency of working in outdoor weather conditions: N/A  
Work with electricity: N/A  
Work with explosives: N/A  
Work on or near a source of radiation: N/A  
Loud Noise conditions (above 87 db): N/A  
Other environmental factors including weather conditions: N/A  
Other:

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**JOB TITLE:** Manager, Procurement Systems Support

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Vicepresident of Procurement & Contracts, this position supervises a team responsible for governance, customer support, maintenance, and optimization of LUMA and PREPA's Oracle, Asset Suite, spend intelligence, and vendor registration and onboarding (pre-qualification) processes and systems as they relate procurement and contracting functionality (collectively "Systems"). The Supervisor, Procurement Systems and the team are key links between the organization's procurement functions and IT operations and strategy, finance, human resources, as well as day-to-day users of the Systems.

#### **JOB DESCRIPTION:**

Responsible for Procurement Systems oversight and leadership - oversee governance of and consistent, standard use of the Oracle and Asset Suite modules across the organization.

Oversee governance of and consistent, standard use of the spend, contract, PO, and vendor analytics across the department.

Ensure effective departmental participation of any review and assessment of Systems upgrades, including new functionality that may be of benefit to organization. Ensure documentation is updated to reflect changes (configuration, test scripts, training material).

Take ownership of Systems with respect to procurement focused modules and functionality, including vendor and contract management, as required.

Keep informed with technological advancements which may be implemented or integrated into the Systems to enhance the operational excellence of Procurement & Contracting.

For direct reports, develop individual performance goals and monitors results through measurable objectives and assessment of performance against the objectives and ensures indirect report performance goals are aligned accordingly.

Mentors through coaching, counseling, on-the-job training and supervision, as required.

Evaluates individual performance of direct and indirect reports and provides, receives, and communicates effective feedback.

Provide input to the Director's development of a High-Performance workforce.

Spoken and written English fluency will be considered to asset.

Possess intermediate computer skills and familiarity with Microsoft Office, ERP and file sharing technology.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned.

#### **REQUIREMENTS**

##### **EDUCATION AND EXPERIENCE:**

Required Education and Experience

Bachelor's Degree in business administration.

Minimum of 7 years of progressively responsible IT systems and governance within a supply chain environment is required. Experience with Electric Utility operations and / or large, complex organizations is highly desirable.

> 6 Years

Preferred Education and Experience

Master's degree in business administration

Professional designation from a nationally recognized professional institute or association (e.g. Supply Chain Management Professional)

Direct experience with Oracle and Asset Suite procurement technology is preferred.

> 11 Years

LICENSES / CERTIFICATIONS:

Required Licenses/Certifications

None

Preferred Licenses/Certifications

None

SUPERVISORY RESPONSIBILITIES:

Four Non-Exempt employees

TRAVEL REQUIREMENTS:

Travels: Yes

Percent of time: 10%

Overnight required: Yes

PHYSICAL DEMANDS:

Stationary Position - Constantly

Pushing/Pulling/Reaching - N/A

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - N/A

Hearing - N/A

WORKING CONDITIONS:

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A



Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Commissioning

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting the Commissioning Director, this position is responsible for the supervision, coordination and administration of the Telecom commissioning department to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria and is proven for active service. This position supports LUMA through the planning and delivery of the Commissioning phase of new capital projects and responsible for the effective planning, and delivery of Commissioning supervision resources supporting capital projects.

**JOB DESCRIPTION:**

Responsible for planning, checking, quality assurance, monitoring, evaluation and preparation of commissioning reports to management as required.

Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Provide daily direction to Commissioning Leads to ensure that Procedures, Quality Assurance and inspection programs are being adhered to.

Work closely with project manager, construction and other groups to develop realistic work plans and schedules for simple to complex multi-staged projects.

Define project work scope and prepare budget estimates for the commissioning component of capital projects in the assigned areas.

Responsible to ensure that the team executes on their deliverables and meet deadlines and that quality is maintained for all documentation submitted. Responsible for schedule and resource management documentation for all commissioning activities and to ensure Commissioning department is aware of all project issues, schedule changes and upcoming tasks required by various commissioning groups for project planning purposes.

Must be able to understand & interpret engineering drawings

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

**Education**

Bachelor of Science in Electrical Engineering, Electronics Engineering, or Technical Diploma. Trade Designation as a Telecom System or advancement certificate course in power systems telecommunication theory and practice will be considered an asset.

**Experience**

Minimum 8 years related work experience related to electrical transmission and distribution telecom systems commissioning.

Project management training and experience would be considered an asset.

Experience working with all MS Office products including MS Project, Excel, Word and Power Point

Experience in reviewing and providing value added feedback on engineering designs.

Experience developing work plans and leading teams.

Experience with scheduling and estimating project costs.

Construction experience in structural assembly, electrical protection and control systems relating to site work

Licenses and Certifications

Valid Driver's License and First Aid Training is required.

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**JOB TITLE:** Supervisor, Telecom Construction

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Telecom Construction Director, this position is responsible for leading, monitoring and administration of Telecom construction work on LUMA transmission or distribution projects to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria. This position supports LUMA through the planning and delivery of the execution phase of new capital projects and responsible for the effective planning, and execution of Telecom construction for capital projects. .

**JOB DESCRIPTION:**

Responsible for planning and monitoring of Telecom infrastructure construction and associated deliverables including contractor supervision. This includes meeting all safety, environmental, regulatory, permitting, licensing and other relevant policies, practices and agreements to construct facilities to meet the project obligations.

Work with engineering, operations, commissioning and construction to understand their requirements in their discipline execution plans and engineering work packages.

Provide engineering/technical feedback and lessons learned from best construction practices and constructability.

Support the project team by attending meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates.

Responsible for planning, checking, monitoring, evaluation and preparation of reports to management as required

Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their/contractor work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Monitor the construction of projects for scope changes and report daily on changes that can impact the project cost or schedule.

Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract.

Review and approve Contractor procedures for adherence to LUMA established safe practices.

Must be able to understand contract terms and conditions and the ability to manage to the terms and conditions of the contract.

Good knowledge of design and implementing Telecom solutions using OPGW, Telecom fiber, Microwave Towers, Radios, etc.

Must be able to understand & interpret engineering, architectural and other construction drawings.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

## **REQUIREMENTS**

### **Education**

Post Secondary Degree in Engineering or Technical Qualification in Telecommunication from a recognized institution.

### **Experience**

Minimum 3 years related work experience in Telecom solutions for electrical transmission and distribution projects.

Experience implementing Telecom solutions for Transmission and Distribution related work in transmission lines, substations and system control centers.

Experience with engineering discipline reviews and preparation of Construction Work packages, Construction scheduling, work plans, Outage Planning.

### **License Certification**

Valid Driver's License and First Aid Training is required.

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**JOB TITLE:** Administrative Coord

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reports directly to Transmission Director. Clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.

Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.

Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.

Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.

Manage and maintain the department's Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts.

Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects.

Provide recommendations that affect tasks or could change outcomes.

Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.

Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision.

Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims.

Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.

Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.

In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

Bachelor degree in Business and/or Sciences.

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**JOB TITLE:** Administrative Coord, Vegetation Mgmt  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reports directly to Transmission Director. Clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.

Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.

Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.

Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.

Manage and maintain the department's Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts.

Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects.

Provide recommendations that affect tasks or could change outcomes.

Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.

Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision.

Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims.

Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.



Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.

In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

Education

Bachelor degree in Business and/or Sciences.

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**JOB TITLE:** Administrative Coord, Dist Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, this position will be responsible for the senior administrative needs of the functional area by supporting business functions and project administration processes. Providing senior level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the area. The position will require an appreciation for and understanding of protocol, discretion, confidentiality, professionalism, building and maintaining relationships, and acceptance of responsibility. This position requires an individual who as superior customer service, is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. The Administrative Coordinator provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.

Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.

Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.

Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.

Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects.

Provide recommendations that affect tasks or could change outcomes.

Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.

Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision

Superior understanding and ability to use Microsoft Office applications, including Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.

Superior professional verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.

In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

Follow all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### Education

Required Education: - Office administration diploma or certification. Preferred Education - Bachelor's degree Business Administration or Systems office administration.

### Experience

Required Experience: - 3 Years. Preferred Experience: - 6 years.

### License/Certifications

### Travel Requirements

- Travels: No. - Percent of time: Choose an item. - Overnight required: N/A

### Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: Seldom

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 10-30 LBS

Vision: 20/20 Corrected

Hearing: Receive detailed information if spoken to

### Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Manager

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for conducting and advising on electricity regulatory policy and issue identification, monitoring, review, research, analysis and the coordination, preparation and communication of strategic company regulatory law and policy responses to regulatory agency PREB (Puerto Rico Energy Bureau) policy and legislative development initiatives, issues and approval proceedings, affecting LUMA Energy.

**JOB DESCRIPTION:**

Responsible for overseeing completion of key components of regulatory filings, including rate cases, annual budgets and system plans and any other filings required by the Puerto Rico Energy Bureau (PREB) on behalf of LUMA

Review and approve for regulatory filing budgets for current year and two subsequent forecast years

Review and approve regulatory adequacy of support materials

Ensure identification of instances where support material is required

Ensure support material support prudence of expenditures

Ensure support materials are delivered by stated deadlines

Written responses to PREB on regulatory policy compliance issues

Provide support to financial planning and budgeting team, capital program team, utility transformation team and operations

Responsible for timely and appropriate regulatory policy correspondence with agencies

Ensures best efforts to comply with regulatory agencies' policy response submission deadlines

Conducts and supervises any follow-up with groups or individuals preparing input or drafting such correspondence to ensure completion of a timely and an effective response

Conducts and supervises the review of comments and input from project groups

Reviews written regulatory policy response documents and correspondence for completeness, prior to submission or filing with regulatory agencies

Monitor and manage overall project within areas of responsibility, taking corrective action where necessary to ensure best efforts are made to meet regulatory submission deadlines and best efforts are made to provide sufficient support

Regulatory strategy and monitoring duties

Regulatory Responsible for electric regulatory law and policy issue identification, monitoring regulatory policy and legislative initiatives, participating in relevant agency consultations and preparing responses to and reviewing correspondence from Puerto Rico's regulatory agencies

Identifies regulatory policy and legislative trends and potential business impacts

Reviews and analyzes proposed changes to regulatory policy, legislation, rules and strategic risks

Build relationships and liaison with PREB and P3 as necessary

Process improvement

Implementation of regulatory strategies and development of processes and procedures to improve regulatory filing efficiencies

Conducts and supervises the coordination of meetings with project groups to ensure awareness of policy initiatives, regulatory requirements, need for relevant information and a timely response.

Superior analytical and critical thinking skills with the ability to see the big picture and interpret and assess the short- and long-term impacts of actions and strategies

Demonstrated knowledge and understanding of regulatory principles, regulatory policy development and regulatory approval processes, including performance-based incentive ratemaking, wheeling, interconnection and other regulatory structures for a market-based electric system.

Strong interpersonal skills; organization skills; regulatory research and analysis skills, communication and writing skills

Ability to influence and communicate effectively with senior company personnel, external consultants, legal counsel, regulatory agency staff and industry stakeholders.

Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities.

Proven leadership skills in a regulatory policy or legal environment.

Proficient skills in the use of computer applications (MS Office, Excel and Work in particular). Experience with programs such as Microsoft Project or other project planning software required

Demonstrates ability to gather, communicate and document business processes as well as requirements for the various organizational areas and project stakeholders that rely on that information to define system requirements and organizational processes

Strong communication skills (both oral and written). Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Project Manager, Distribution Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Manager, Distribution Projects, is responsible for the overall project planning, organizing, management, coordination and administration of capital project work for distribution level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

Responsible for monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

Responsible for managing interfaces with contractors during construction and ensure that all Project deliverables are completed.

Ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks.

Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies, Indigenous Groups, contractors.

Provide daily direction and mentorship to Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Lead and monitor the construction of all assigned projects for scope, schedule and cost changes and report on changes that can impact the project and provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Excellent, organizational, communication, interpersonal and leadership skills.

Expert knowledge in Project Controls scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies).

Supervisory skills relating to site management of multiple work groups and contractors. Proven skills in Project Execution and Contractor Management.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

Education

- Bachelor of Science, Engineering, Business, or technical institute Project management Professional (PMP or PgMP) training and experience would be considered an asset.

## Experience

Minimum of 5 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components.

Experienced with working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale.

## License/Certifications

- Valid Driver's License.

## Travel Requirements

- 30%

## Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 31-50 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

## Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: Seldom

Working near or on heavy machinery: Seldom

Working in high places: Seldom

Exposed to fumes or airborne particles: Seldom

Exposed to toxic or caustic chemicals: Seldom

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: Seldom

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): Seldom

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Project Manager, Transmission Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Senior Project Manager, the Project Manager, Transmission Projects, is responsible for the overall project planning, organizing, management, coordination and administration of capital project work for transmission level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

Responsible for monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.

Responsible for managing interfaces with contractors during construction and ensure that all Project deliverables are completed.

Ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks.

Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies and contractors.

Provide daily direction and mentorship to Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Lead and monitor the construction of all assigned projects for scope, schedule and cost changes and report on changes that can impact the project and provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Excellent, organizational, communication, interpersonal and leadership skills.

Excellent knowledge in Project Controls, scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting (to Regulatory and Federal Aid Agencies).

Supervisory skills relating to site management of multiple work groups and contractors.

Proven skills in Project Execution and Contractor Management.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

Education

Bachelor of Science, Engineering, Business, or technical institute Project management Professional (PMP or PgMP) training and experience would be considered an asset.

## Experience

Minimum of 5 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components.

Experience working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale.

Expert knowledge in Project Controls, scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting.

Expert in identifying and managing risk on projects.

## License/Certifications

Valid Driver's License.

## Travel Requirements

Travel: Yes

Percentage of Time: Up to 50%

Overnight Required: Yes

## Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 31-50 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

## Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: Seldom

Working near or on heavy machinery: Seldom

Working in high places: Seldom

Exposed to fumes or airborne particles: Seldom

Exposed to toxic or caustic chemicals: Seldom

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: Seldom

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): Seldom

Other environmental factors including weather conditions: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Renewable System Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Director, Projects, the Manager, Renewable & System Projects, is a leadership position accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of capital project work for Renewable & System Projects in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

Responsible for monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors

Ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks

Provide daily direction and mentorship to Project Managers and Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to

Lead and monitor the construction of all assigned projects for scope, schedule and cost changes and report on changes that can impact the project and provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Excellent, organizational, communication, interpersonal and leadership skills

Ability, skills and experience to handle multiple large scale and large value complex projects at the same time stretching over a wide geographical varied region and terrain

Supervisory skills relating to site management of multiple work groups and contractors.

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Bachelor of Science, Engineering, Business, or technical institute

Minimum of 7 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components.

> 11 Years of experience is preferred.

Experience working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale.

Expert knowledge in Project Controls – scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting

Expert in identifying and managing risk on projects.

Project management Professional (PMP or PgMP)

Valid Driver's License

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**JOB TITLE:** Contract Lead, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Contract Manager, this position is responsible for leading the management of assigned contracts in support of Operations. This role is responsible for the guidance, development, administration, management, and closeout of service contracts within defined standards and consistent LUMA practices.

**JOB DESCRIPTION:**

Responsible for guidance, setup, coordination, administration & monitoring of service contracts, resolving conflicts with vendors and closing out Contracts

Act as a main point of contact for assigned Operations teams for the development and execution of contracts

Accountable for timely payment of invoices, change orders approvals and contract completion

Prepare contract management reports and documentation to ensure they meet core internal criteria & consistency

Lead the administration of any change orders without delay and keep track of the contract deadlines or expirations dates so that if they are not met, the necessary actions can be taken to comply with LUMAs Procurement Policy.

Responsible for providing updates, support, and guidance to the Operations end-users when requested and for providing strategic support on Contracting initiatives

Work closely with Procurement providing the technical information or documentation to draft the scope of the contract, according to the final user needs, until it's completed or closed out.

Work closely with Operational Finance to provide accruals based on the contract status.

Responsible for monitoring workloads & contract delivery timelines & for the quality of completed contract deliverables

Additional related tasks will be assigned, as required.

Contract management or Supply Chain Management training and experience would be considered an asset

Knowledge of applicable Municipal, Puerto Rican, and Federal Legislation. Knowledge and understanding of Puerto Rican and US Contract Law, Contract Composition, and Contract Claims would be considered a strong asset

Excellent organizational, communication, interpersonal and leadership skills. Assertive and ability to deal with difficult and demanding customers

Perform other duties as assigned

Participate in major storm restoration work and associated drills as assigned

Comply with all LUMA policies and procedures

**REQUIREMENTS**

Education

Undergraduate Degree Program, Business degree program, Degree Law program, Supply Chain Program, college diploma, or technical institute certificate.

Experience working with settlements and dispute resolution is required

#### Experience

Minimum of 5 years of experience in a large electric service company and have knowledge in design, construction, and commission of electrical service systems and their equipment and components.

Experience working in regulated utilities and in managing interfaces with regulatory commissions and independent system operators, as well as interfaces between international aid agencies and large-scale public services.

Expert in identifying and managing risk in projects.

Expert knowledge of scheduling, task development, WBS, costs, estimates, risks and Project Control reports.

#### Licenses/Certifications

Valid driver's license.

#### Travel Requirements

40%

#### Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected

Hearing: Receive detailed information if spoken to

#### Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A



Other environmental factors including weather conditions:

Other:

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**JOB TITLE:** Engineering Manager, Third Party Attachments

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the leadership and development of the Third-Party Attachments Engineering team in order to meet strategic deliverables and project targets. The leader will drive the engineering aspects of the third party attachments plan and roadmap to support through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

Responsible for establishing, implement, and manage the engineering third-party attachment process.

Responsible for ensuring proper communication with stakeholders regarding any engineering aspects of the third-party attachment applications.

Responsible for ensuring engineering standards related to third party attachments are adequate.

Responsible for ensuring proper documentation of the third-party attachments evaluations in LUMA's database.

Prepare clear and concise reports to communicate program performance.

Prepare and coordinate presentations to report on program performance.

Monitors consolidated business metrics to ensure targets are met and identify trends, issues.

Optimizes the use of resources across the group and liaisons with the other Managers and Supervisors to ensure operational and strategic targets can be met.

Ensures all direct employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated.

Managing and maintaining relationships with Managers and Supervisors in the field and with peers within and external to LUMA.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Perform other duties as assigned.

**REQUIREMENTS**

Leadership Responsibilities

Supervise various engineers and business analysts.

Education

Bachelor of Science Degree in Engineering

Proficiency and experience in Word, Excel, PowerPoint, Access, and Asset Suite

Experience

Minimum eight (8) years of experience in a Utility Environment or similar industry

Proven experience applying sound judgment to make decisions.

Proven ability to manage and resolve conflict

Strong interpersonal and relationship development skills

Strong verbal and written communication skills

Proven leadership skills & ability to nurture/coach professionals & field employees

Previous experience working in public or private carrier or service provider

Licenses/Certifications

Professional Engineer or Professional Licensee designation.

Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

Possess a valid license to drive light motor vehicles in Puerto Rico.

Travel Requirements

Travels: Yes

Percent of time: 20%

Overnight required: No

Physical Demands

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”]

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - Less than 5 LBS

Vision - Vision acuity to operate vehicle

Hearing - Understanding sounds required for operating vehicle

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Special Projects Supervisor, Distribution Engineering

**DEPARTMENT:**

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering special projects and assignments to meet strategic deliverables and its targets.

**JOB DESCRIPTION:**

Responsible for engineering practices in the group and manages escalated engineering issues.  
Initiates process improvements, changes to standards, or recommendations in the field as required.  
Monitors consolidated business metrics to ensure targets are met and identify trends, issues.  
Ensures competency of staff by ensuring there is professional responsibility for all Engineering work.  
Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met.  
Provides leadership and direction for new initiatives within the group.  
Develops and manages the strategic application of human resources within the Engineering Groups.  
Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning.  
Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated.  
Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment.  
Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric.  
Supports long-range financial planning within the groups considering customer, community, and employee growth expectations.  
Proven ability to manage and resolve conflict.  
Strong interpersonal and relationship development skills.  
Strong verbal and written communication skills.  
Proven leadership skills & ability to nurture/coach professionals & field employees.  
Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications.  
Strong business knowledge in the utility & regulated environment.  
Working knowledge of our Operations groups & the challenges they face day to day.  
Help to develop work management platform as needed.  
Perform major storm restoration work and associated drills as assigned.  
Follows all policies and procedures.  
Other duties as assigned.

## **REQUIREMENTS**

### **REQUIRED EDUCATION**

Bachelor of Science Degree in Engineering.

### **PREFERRED EDUCATION**

Bachelor of Science Degree in Electrical Engineering.

### **REQUIRED EXPERIENCE**

Minimum eight (8) years of experience in an Electrical Utility Environment.

Proven experience applying sound judgment to make decisions.

### **PREFERRED EXPERIENCE**

Previous experience working in Distribution Engineering Environment.

### **LICENSES / CERTIFICATIONS**

Professional Engineer or Professional Licensee designation.

### **LEADERSHIP RESPONSABILITIES**

Supervise up to 15 Engineers.

### **TRAVEL REQUIREMENTS**

Travels:

Percent of time: %

Overnight required:

### **PHYSICAL DEMANDS**

If one-third of the time - "seldom" or "occasionally" If one-third to two-thirds of the time or more occasionally to frequently" If more than two-thirds of the time - "constantly"

Stationary Position: Choose an item.

Pushing / Pulling / Reaching: Choose an item.

Climb: Choose an item.

Kneel: Choose an item.

Grab: Choose an item.

Bend: Choose an item.

Lift / Carry Over: Choose an item.

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

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**JOB TITLE:** Sr Contract Administrator, Portfolio Management

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Contract Administration, this position is responsible for actively handling Contract Administration work in support of Projects. This role is responsible for ensuring contracts are administered and managed within defined standards and consistent LUMA practices.

**JOB DESCRIPTION:**

Responsible for coordination, administration & monitoring of contracts, resolving conflicts with vendors and closing out Contracts

Act as a mainline point of contact for project teams for the development and execution of contracts

Ensure timely payment of invoices, change orders approvals and contract completion

Check and monitor outgoing contract management reports and documentation to ensure they meet core internal criteria & consistency

Responsible for providing deliverables to the PM and others when requested and for providing strategic support on Contracting initiatives

Responsible for managing workloads & monitoring delivery timelines & for the quality of completed contract deliverables

Contract management or Supply Chain Management training and experience would be considered an asset

Knowledge of applicable Municipal, State, and Federal Legislation. Knowledge and understanding of US and Canada Contract Law, Contract Composition, Contract Claims

Excellent organizational, communication, interpersonal and leadership skills. Assertive and ability to deal with difficult and demanding customers

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

Undergraduate Degree Program, Business degree program, Degree Law program, Supply Chain Program, college diploma, or technical institute certificate.

Settlement, and Dispute Resolution is required

Experience

Minimum 3 years of Contract Management experience a utility or EPC environment



Experienced in Contract Change management and conflict resolution and taking part, supporting and preparing evidences for contract resolution adjudication processes is required.

Experience with value Engineering, Procurement, Construction and Commissioning Contracts (EPCC) both fixed and variable rate contract is required.

License Certification

Valid Driver's License

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**JOB TITLE:** FMIS Support Specialist

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Elicit details for the user problem and record in detail the problem the user is experiencing, determine steps they can take to resolve the issue and manage the flow of incoming support requests. This involves asking questions to determine the full scope of the user's issue. Provide strong customer service when responding to requests. Work in a dynamic and challenging service desk environment to provide quality support to our internal clients.

**JOB DESCRIPTION:**

Responsible for analyzing, troubleshooting, and evaluating technology issues.

This role may support internal clients, helping to keep employees productive, or external customers of a company, helping them via the telephone or webchat.

Support department-wide operations by creating, editing, and maintaining FMIS documents and knowledge base articles that detail common issues and how to resolve them.

Support the FMIS to implement plans, custom scripts, and testing procedures to ensure operational integrity.

Research and manipulate data using SQL and Excel to create reports and databases. Create detailed and extensive narrative and statistical reports.

Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes.

Provide excellent customer service, strong communication skills (verbal and written) and excellent attention to detail.

Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events.

Organizational and time management skills with an ability to handle multiple competing requests.

Ability to complete complex tasks in creative and effective ways. Ability to work under pressure and meet frequent deadlines.

Adheres to internal standards, policies, and procedures.

Train staff on new software, systems, and best practices.

Coordinate travel arrangements.

Required to work additional hours as needed.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned

**REQUIREMENTS**

**EDUCATION**

Minimum qualifications listed below are representative of the knowledge, skill, and ability necessary for an individual to perform each essential function satisfactorily.

Highly skilled professional with a strong background in computers and software.

Solid written and verbal communication skills.

Proficient skills in the use of computer applications (MS Office, databases).

Bachelor's degree in Information Technology, Information Systems, Computer Science or Computer Engineering

#### EXPERIENCE

3 to 5 years of IT experience with tech support in a Microsoft environment or equivalent along with a strong customer service focus.

#### LICENSES / CERTIFICATIONS

Valid drivers license

#### LEADERSHIP RESPONSABILITIES

N/A

#### TRAVEL REQUIREMENTS

Travels:

Percent of time: %

Overnight required:

#### PHYSICAL DEMANDS

Stationary Position -Choose an item.

Pushing/Pulling/Reaching - Choose an item.

Climb - Choose an item.

Kneel - Choose an item.

Grab - Choose an item.

Bend - Choose an item.

Lift/carry over - Choose an item.

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

#### WORKING CONDITIONS

Wet or Humid - Choose an item.

Working near or on moving mechanical parts - Choose an item.  
Working near or on heavy machinery - Choose an item.  
Working in high places - Choose an item.  
Exposed to fumes or airborne particles - Choose an item.  
Exposed to toxic or caustic chemicals - Choose an item.  
Frequency of working in outdoor weather conditions - Choose an item.  
Work with Electricity - Choose an item.  
Work with explosives - Choose an item.  
Work on or near a source of radiation - Choose an item.  
Loud noise conditions (above 87dB)- Choose an item.  
Other Environmental Factors including weather conditions

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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**JOB TITLE:** Training Development Specialist

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Training & Development, this position is responsible for the design and development of eLearning and multimedia content with a focus on best practice in design. Key to this position is communication and consultation with Training Specialists, Subject Matter Experts (SME) and learners to integrate training and development solutions that facilitate knowledge and skill transfer to meet both individual and company business and performance needs. Responsibilities include providing expertise and support in eLearning best practice, multimedia creation and graphic design to the team to support the organizational learning need.

**JOB DESCRIPTION:**

Responsibility Area #1 – Consultation (25%) - Provide consultation to supervisory staff with respect to the application of training and development processes and related technologies and tools. - Collaborate with SME's and Training Specialists to ensure training content follows standard and is in accordance with design standards. - Address program/projects issues and concerns with SME's and/or the Training and Development team. - Support learners and supervisors in the implementation and application of training and development solutions for effective and efficient transfer of knowledge and skill. - Make recommendations for new training technology and enhancements for both new and existing eLearning-based programs. Responsibility Area #2 – eLearning Development (50%) - Utilize eLearning authoring software including to develop learning products in accordance with industry best practice. - Utilize best practice in Instructional Design throughout the creation of eLearning products. - Develop and maintain web-based multimedia, interactive e-Learning content incorporating adult learning. - Effectively manage eLearning projects while adhering to project timelines and communicating progress to team members throughout the project development lifecycle. Integrate and deploy eLearning courses within LUMA's Learning Management System Responsibility Area #3 – Graphic Design (25%) - Design reference documents, job aids, infographics and other resources in connection to learning initiatives to organization design and branding standards. - Provide design support to training team and SME's for the design and development of training. - Use of Adobe CC Suite (In Design, Photoshop, Lightroom, Premiere Pro, After Effects and Illustrator) to support design and development initiatives. - Skills: - Communication Skills: Advanced/Highest level of knowledge required - Mathematical Skills: Basic level of knowledge required - Reasoning Skills/Abilities: Intermediate level required - Computer Skills: Intermediate to advanced user level proficiency in MS Office Applications (Word, Excel, PowerPoint). - Ability to establish, build and maintain effective relationships with Operations and represent the company in a public forum. - Ability to develop, update and manage workplace safety programs, procedures and policies. - Excellent verbal and written communication skills. - Ability to speak in front of large groups. - Strong ability to influence. - Ability to organize and manage multiple tasks and initiatives simultaneously. - Ability to establish and grow working relationships with leaders throughout the organization and especially those in the client groups.

## **REQUIREMENTS**

### **Education**

### **Experience**

- Proficiency in Adobe CC (in Design, Photoshop, Lightroom, Premier Pro, After effects, Illustrator). - Proficiency in Learning Technologies (Adobe Captivate, iSpring, Camtasia, Articulate, GoAnimate). - 3 years in e-learning development and graphic design

### **License/Certifications**

- Certified OSHA 500 - Valid driver's license

### **Travel Requirements**

- Travels: Yes - Percent of time: 80% - Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions

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**JOB TITLE:** Diesel Mechanic, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is skilled labor that involves the application of automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment installed in said units, including hydraulic systems. Receive instructions from the supervisor, who reviews the work to make sure it conforms to established regulations and procedures.

**JOB DESCRIPTION:**

Repair gasoline pumps and carburetors, including disassembling, cleaning, checking parts for wear or damage, replacing parts, and assembling or replacing said components

Repair automatic and standard transmissions such as: cleaning, disassembly, inspection of parts to determine damage or wear, replacement or repair of parts, assembly and adjustments and connections of the same

Repair shafts and differentials such as: adjustment of nuts, rivets of sprockets, drive shafts, replacement of ball, tapering and satellite boxes, and hydraulic auxiliary steering systems

Repair and adjust special equipment, such as: ground drillers, hydraulic cranes, rotation ladders, hydraulic baskets, and similar equipment Examine and repair automatic and standard transmissions

Test and repair vehicle electrical components, such as: generators, alternators, voltage regulators, starters, electric horns, windshield wiper motors, and other electrical components, by using voltage and amperage testing equipment and appropriate tools

Cut around generator and starter electrical switches. Turn and grind engine cylinders to precise sizes and adjust the pistons for each cylinder. Turn drums and grind brake cylinders when necessary

Install special equipment in trucks using electrical and autogenous welding equipment and tools such as: forges, anvils, chop blocks, chisels, sledgehammers and other similar tools

Fill out the inspection sheets for vehicles according to the maintenance program.

Drive heavy vehicles to perform duties or to be repaired in another workshop, such as, a tow truck to tow vehicles and other mechanical equipment.

Inspect the assigned vehicle before departure, make minor repairs in cases of unforeseen situations, such as: changing tires and inform the supervisor about defects or damage you have observed in the vehicle such as lack of horn, lights, spare tire and plates; loose brakes and worn tires. Inspect, maintain and repair vehicles and special equipment installed in said units, including hydraulic and aerial equipment. Inspect and repair brakes, shock absorbers, springs, universal joints, front axle, cooling systems and so forth.

Delegate, direct, and verify the work of three to five employees

Experience with basic Microsoft Office programs, and ability to use a FMIS Fleet Management Information System to input and research maintenance history information as needed

Good Welding and Fabricating skills. Ability to read and interpret schematics and blueprints

Follow all policies and procedures

Perform major storm restoration work and associated tasks as assigned.

Self-starter and detail oriented.

Other duties as assigned.

## **REQUIREMENTS**

### Education

High School Diploma or GED

### Experience

Exam Requirements (passed the following exam required for this class): - General Skills - Defensive Driving  
DOT - Medical Examination Preferred: 3 years of experience in the tasks performed as an Automotive Mechanic

### License/Certifications

Required: - Have a CDL Class A or Heavy Class 8- 9 license to drive heavy vehicles. - Hold a Diesel Automotive Technician's license issued by the Puerto Rico Automotive Technician Examining Board. - Clean Driving Record Preferred: - Hold an HVAC Certification - ASE Certification (T-Series 1-8)

### Travel Requirements

20%

### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Specialist, Permit Compliance Projects

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

Reporting to the Manager, Permits, this position will be responsible for the liaison with other departments to assist with the compliance of work in small and large projects, and the documentation of such work, in accordance with established procedures to ensure the compliance with environmental permit obligations. This will include routine travel to various operating centers and capital construction sites within the company to review capital projects, the permit obligations associated with operating those projects, and to assist with the development work plans to demonstrate and document compliance with environmental permit obligations. This position will identify issues in maintaining permit obligations in certain instances and, in consultation with the operating or construction group responsible, will provide recommendations for any capital improvements where appropriate to ensure compliance can be met. This position will assist the technical component on compliance filings related to permits.

**JOB DESCRIPTION:**

Regular meetings with operating groups to understand work plans and to ensure that work plans include necessary measures to meet permit obligations; including the necessary documentation

Work with field staff to explain compliance obligations and document requirements

Develop reporting methodology to remedy compliance issues and complete reports according to the established methodology

Work with Permits Compliance group and Operations or Construction groupsto make improvements to procedures and practices wherever identified

Assist with the technical information required in any compliance filing

Must be familiar in working in a Microsoft Office Environment

Complete other related duties as required.

**REQUIREMENTS**

Education

Must a technical diploma of 2 years from a recognized post secondary institution in construction management or a related technical field of study

> 6 Year

Experience

A degree from a 4 year program from a recognized post secondary institution in engineering

Specialized study of quality management and obligations under the laws

Work experience in Operations of an electrical utility

Work experience in an electrical utility with direct experience in permit compliance

> 11 Year

License/Certifications

Technical certification in a related field

Travel Requirements

Travels: Yes

Percent of time: 40%

Overnight required: Yes

Physical Demands

Stationary Position:

Pushing/ Pulling/ Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (abover 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Operational Permitting Specialist

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

This position reports to the Manager, Operational Permits Compliance, this position will be responsible for the liaison with other departments to assist with the completion of work, and the documentation of such work, in accordance with established procedures to ensure the compliance with permit obligations. This will include routine travel to various operating centers within the company to review facilities, the permit obligations associated with operating those facilities, and to assist with the development of work plans to demonstrate and document compliance with permit obligations. This position will identify issues in maintaining permit obligations in certain instances and, in consultation with the operating group responsible, will provide recommendations for capital improvements where appropriate to ensure compliance can be met.

**JOB DESCRIPTION:**

Regular meetings with operating groups to understand work plans and to ensure that work plans include necessary measures to meet permit obligations; including the necessary documentation

Work with field staff to explain compliance obligations and document requirements

Develop reporting methodology to remedy compliance issues and complete reports according to the established methodology

Work with Permits Compliance group and Operations to make improvements to procedures and practices wherever identified

Assist with the technical information required in any compliance filing

Must be familiar in working in a Microsoft Office Environment

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Must a technical diploma of 2 years from a recognized post secondary institution in a field related to the operation of an electrical utility

> 11 Years

## Experience

Specialized study of permit law and obligations under the laws

Work experience in Operations of an electrical utility

Work experience in an electrical utility with direct experience with operational permit requirements

> 11 Years

## License/Certifications

Technical certification in a related field

## Travel Requirements

Travels: Yes

Percent of time: 50%

Overnight required: Yes

## Physical Demands

Stationary Position:

Pushing/ Pulling/ Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

## Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Interpretor, Document Translator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction of the Chief Corporate Service Officer or its designee, the Translator is responsible to convert LUMA's written executive, commercial, legal, and technical material from (Spanish/English) into (English/Spanish), making sure that the translated version conveys the meaning of the original as clearly as possible accordingly to the needs and exigencies of the business. This role is expected to maintain and promote a high standard of confidentiality and strong ethical values in daily activities.

**JOB DESCRIPTION:**

Reads through or listens to material in (Spanish/English), ascertains understanding of the meaning and context of that material, and converts it into (English/Spanish), making sure to preserve the original meaning and tone

Read given material and research industry-specific terminology

Edit content with an eye toward maintaining its original format

Proofread translated texts for grammar, spelling and punctuation accuracy

Cross-reference specialized dictionaries and translation tools to check quality of translation

Translates online, video, and television media by providing subtitles

Consults with subject matter experts and other colleagues in order to understand specialized concepts and translate them appropriately

Follow up with internal team members and clients to ensure translation meets their needs

Network with field experts to stay current on new translation tools and practices

Adheres to industry quality standards established by the American Translator Association and/or similar organizations to ensure that all completed work follows legal and ethical obligations

Use translation memory software, such as Wordfast, MemoQ, Across, SDL Trados and Transit NXT, to ensure consistency of translation within documents and help efficiency

Outstanding written and oral fluency (both, in English and Spanish).

Knowledge in MS Office programs such as, Word, Excel, Power Point, Outlook and other operative/accounting programs

Could act as internal Interpreter for Spanish/English speakers.

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

**REQUIREMENTS**

Education

Bachelor's Degree in Translation or related field

Preferred

Master's degree in Translation focused in (Spanish and/or English) languages

Experience

Minimum of 2 years of experience in convert written executive, commercial, legal, and technical material from (Spanish/English) into (English/Spanish)

License/Certifications

Required Licenses/Certifications

N/A

Preferred Licenses/Certifications

American Translator Association for (Spanish and/or English) languages

Travel Requirements

Travels: Yes Percent of time: 10%

Physical Demands

Stationary Position -Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - Seldom

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

Other Environmental Factors including weather conditions: None

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**JOB TITLE:** Troubleman - Splicer - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible as a subject matter expert in the construction of Transmission Lines and on quality acceptance. Is involved in the project process and works with Transmission Line construction crews.

**JOB DESCRIPTION:**

Provides technical guidance to construction operations; provides input and executes process; suggests quality changes and adjustments as required to meet business goals

Demonstrates that safety is first priority, ensuring that all facilities are constructed and adhere to the minimum safety requirements

Conducts regular and unannounced inspections of work in progress to ensure completion according to specifications, work schedules, and applicable municipal and state/national codes

Monitors the quality process within subject area of responsibility, assuring that every aspect of processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company

Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships

Assists Management by contributing ideas regarding areas of savings and efficiencies

Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

Trade designation as a Lineman or Construction or Electrical Engineering degree or diploma

Experience

Proven construction experience in all aspects of line construction

Technical experience in the design of transmission lines would be an asset

License & Certifications

Trade designation, construction or engineering degree, or project management certification is an asset.

Valid Driver's license.

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**JOB TITLE:** Sr Engineer, Grid Transformation

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for managing engineering activities related to the planning and development of minigrid and microgrid projects that will transform the architecture of the transmission and distribution system. This role is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

Provides oversight, quality assurance, and coaching for a team of engineers in planning and developing innovative minigrid and microgrid programs, projects and services to meet customer and stakeholder needs.

Supervises the cost-effectiveness evaluation of minigrid and microgrid projects.

Provides engineering oversight in the development, implementation and continuous improvement of planning and evaluation processes for grid transformation projects.

Responsible for the monitoring and tracking of schedules, costs, risks, and quality, supervise and report on key performance indicators and deliverables, including external contractors.

Assists in preparing business, programs, and project plans to support senior management decision-making and to ensure implementation will align with the company's strategic goals for grid transformation.

Manages the preparation, quality control, and delivery of analysis, reports, communications, and presentations.

Provides expertise and advice to management, direct reports, and external stakeholders regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, and projects.

Demonstrate expert knowledge in project management and time management skills required to deliver high-quality results on time and on budget with the ability to prioritize assignments to meet commitments.

Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers.

Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, construction, and equipment applications.

Excellent team player.

Follow all policies and procedures.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

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**JOB TITLE:** Leave Programs Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position will be responsible for the support of the administration of all leave of absence cases and claims. Will oversee and administer leave requests and accommodations requiring specialized attention, particularly those arising under the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), state and local laws, amounts of other leave, and short-term or long-term disability plans. Responsible for informing employees of eligibility, verifying the validity of claim forms, and maintaining benefit records. Administers policies and procedures, exercising strict confidentiality, tact, and diplomacy.

**JOB DESCRIPTION:**

Provides administrative support for the implementation and administration of employee benefit programs such as FMLA, disability insurance, life insurance, employee assistance and other plans or programs.

Provides administrative assistance with the enrollment of employees in FMLA, disability insurance and life insurance while maintaining the confidentiality of sensitive information.

Provides guidance to employees regarding their needs for leave. Ensures that employees are aware of their responsibilities and of any documentation and notice required to qualify for and to take leave.

Handles the FMLA leave administration process from the employee's initial notice of the need for leave to the return to work. This includes gathering and completing all required paperwork, determining to leave eligibility, designating leave as FMLA-qualifying, requesting medical certification as needed, and accounting for intermittent and reduced schedule leave use.

Oversees the return-to-work process for employees returning from extended FMLA, workers' compensation, or other leave(s).

Drafts and/or recommends revisions to company leave policies to ensure compliance with federal, state, and local laws and regulations.

Maintains knowledge of all applicable leave and accommodation laws including the FMLA, ADA, and state and local laws.

Facilitates and respond other leave requests, which may include accommodation requests under the ADA and others.

Administers other company time-off programs as assigned in accordance with internal policy and applicable laws.

Follows all policies and procedures of FMLA. Ensures regulatory and reporting are processed and compiled in a timely manner.

Maintains backup of a variety of reports and queries utilizing appropriate applications.

Performs major storm restoration work and associated drills as assigned

Maintains files and records.

Analyzes data and prepares reports requiring high attention to detail as requested.

Advanced proficiency level required in Microsoft Office Suite: MS Word, MS PowerPoint, proficient in MS Excel and Workday.

Performs other related duties as assigned.

## **REQUIREMENTS**

### **REQUIRED EDUCATION**

Associate's degree from an accredited school or university in Business Administration, Human Resources Management, or related field.

### **PREFERRED EDUCATION**

Bachelor's degree in Business Administration, Human Resources Management, or related field.

### **REQUIRED EXPERIENCE**

Three years of progressively responsible human resources experience; or an equivalent combination of education and experience.

### **PREFERRED EXPERIENCE**

Four years of progressively responsible human resources experience including one year in the administration of employee benefit programs.

Proficient in Microsoft Office applications such as Word, Excel and PowerPoint.

Experience with Workday.

Excellent communication (verbal and written) and interpersonal skills.

Good judgement and decision-making skills.

### **LICENSES / CERTIFICATIONS**

N/A

### **TRAVEL REQUIREMENTS**

Travels: Yes

### **PHYSICAL DEMANDS**

Stationary Position: Frequently

Pushing/Pulling/Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Frequently

Bend: Frequently

Lift / Carryover: 10 - 30 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

### **WORKING CONDITIONS**

Wet or Humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with Electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud noise conditions (above 87dB): N/A

Other Environmental Factors including weather conditions:

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**JOB TITLE:** Tenant Services Representative

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is accountable for providing superior response and customer support primarily to tenants and the operations team. A secondary focus on other internal stakeholders and suppliers, while carrying customer service works, centralized operational procedures/ practices and other building operation functions as may be required from time to time.

**JOB DESCRIPTION:**

Provide support with receiving and dispatching customer service requests to the Real Estate and Facility Services team personnel.

Enter data as indicated into the computerized maintenance management system database (CMMS).

Have direct relationship with the after-hours answering service in maintaining a good business relationship; in addition to keeping records current and updated at all times.

Be the primary contact between the Building Operators, and assistants as it relates to tenant services to deliver exceptional customer service.

Assist in promoting Exceptional Customer Service Philosophy and Customer Service Response Guidelines with internal personnel.

Manage the direct relationship with our apparel service provider for the operational staff. Ensure that staff have prompt service with the supplier. Work through issues directly with supplier and regularly communicate to the teams.

Compile information for responding to miscellaneous and ad hoc requests.

Understand and carry out the duties and responsibilities of this position outlined in the Company's HSE program (health, safety & environment) and guidelines.

Distribute packing boxes as per work request orders and remove empty boxes after move is completed.

Distribute moving carts as per work request orders and remove moving carts after move is completed.

Support tenant post move deficiency requests

Assess and where required or directed, perform employee moves, floor-to-floor moves and building-to-building moves within capabilities.

Hang or move approved objects as per work order requests

Install and remove signage as per work order requests

Install and remove name plate holders and inserts as per work order requests

Assess requirements and take measurements to determine fit.

Reconfigure furniture as per work order requests.

Perform small repairs such as: hardware, wheels, drawers as per work order requests.

Raise or lower workstations as per work order requests.

Install or remove all keyboard trays as per work order requests.

Recycling, Waste and Confidential Shredding

Dispose of small recycling materials that does not require outside Vendor to remove from site such as: broken furniture

metal scrap

Remove recycling as directed by work order request.

Empty or move Shredding bins as directed by work order request.

Investigate and repair lock sets as per work order requests

Arrange for key cutting and key replacement when required.

Perform initial diagnosis of appliance service requests to determine scope of repair or replacement.

Perform repairs within capabilities such as bulb or filter replacements

## **REQUIREMENTS**

Education Required

High school diploma and courses equivalent of up to one year of study

Experience Required

Up to one year of progressive facilities experience

Preferred

Customer service experience

Related background in Office Furniture Systems

Carpentry skills

Travel Requirements

Travels: No

Physical Demands

Stationary Position - Seldom

Pushing/Pulling/Reaching - Constantly

Climb - Frequently

Kneel - Frequently

Grab - Frequently

Bend - Constantly

Lift/carry over - 31- 50 LBS

Vision - N/A

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Frequently

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Frequently

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Executive Assistant, Portfolio Management

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the Vice President's Department. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

**JOB DESCRIPTION:**

Provide professional administrative support to the Vice President through proactive development and preparation of correspondence, presentations, and reports

Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments

Proactively arrange and coordinate logistics and catering for meetings, travel and other events

Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information

Manage and maintain the department's Organizational Charts for LUMA Health, Safety, Environmental & Quality.

Create and maintain hard copy and electronic file systems

Interpret and present large amounts of data in user friendly manner such as graphs and charts

Assist with various projects as required within LUMA, Health, Safety, Environmental & Quality.

Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information. Demonstrated ability to manage and perform effectively under conditions of stress

Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat, including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims

Superior communication, interpersonal and organizational skills

Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision

Strong verbal communication style that reflects the ability to work with a wide range of Executives, Vice Presidents and Sr. Managers

Demonstrated ability to collaborate and build relationships

Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation

Other duties as assigned

Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Bachelor of business, Bachelor of Science or college diploma

Experience

> 6 Years

Licenses/Certifications

Valid Driver's License.

Travel Requirements

10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Executive Assistant, HSEQ

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

## **POSITION OVERVIEW:**

### **Job Profile Summary**

Reporting to the Vice President, Responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the Vice President's Department. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

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Create and maintain hard copy and electronic file systems

Interpret and present large amounts of data in user friendly manner such as graphs and charts

Assist with various projects as required within LUMA, Health, Safety, Environmental & Quality.

Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information. Demonstrated ability to manage and perform effectively under conditions of stress

Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat, including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims

Superior communication, interpersonal and organizational skills

Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision

Strong verbal communication style that reflects the ability to work with a wide range of Executives, Vice Presidents and Sr. Managers

Demonstrated ability to collaborate and build relationships

Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation

Other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures

## **REQUIREMENTS**

Additional Job Description

Leadership Responsibilities

N/A

Education

Bachelor of business, Bachelor of Science or college diploma

Experience

> 6 Years

Licenses/Certifications

Valid Driver's License.

Travel Requirements

10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A



Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Regulatory Coordinator, Supply Side Contract Administration

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives.

Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting. The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities. T

he Regulatory Coordinator prepares and ensures the accurate and timely filing of all official regulatory documents, which includes providing daily support for various regulatory activities for LUMA and the Tariffs and Budget team. The role is responsible for communicating, coordinating, and filing periodic and annual documents with regulatory agencies; monitoring and communicating regulatory activities and dockets pending before the PREB or other agencies; and assisting with regulatory research, involving reviewing legal filings for proposed rulemaking and compliance issues required by regulatory agencies. The role supports the Lead to ensure regulatory objectives are met to support regulatory filings and analysis as requested.

**JOB DESCRIPTION:**

Provide primary support in the filing of official documents and annual filings (i.e. petitions, tariffs, testimony, interrogatories, production of documents data requests) for LUMA with various regulatory agencies

Serve as liaison between Company departments and the regulatory agencies to resolve reported variances or deficiencies and prevent escalation to formal complaints

Coordinate, prepare and counsel internal departments in the submission of complete and relevant information ensuring effective and timely official filings

Escalate regulatory issues appropriately

Provide support for regulatory research activities: interpretation of proposed rules, researching past filings, testimony, exhibits, reports, and other official documents, and providing direct feedback to company personnel to assist them with compliance

Monitor and communicate regulatory activities pending before the PREB and other regulatory agencies

Develop and maintain coordination of the internal regulatory libraries, systems and databases by ensuring timely updates with key regulatory issues including reporting deadlines, company tariff updates, as well as maintaining the Regulatory calendar

Monitor all active dockets and actions any requests from the PREB

Assist with the coordination of LUMA rate cases, if necessary, through rate case orientation, preparation and assistance with testimony, discovery process and documentation. Ensure key issues/decisions are escalated to Lead and others in a timely manner

Ensure all filing documents are accurately prepared and adequately reviewed in a complete and timely manner

Proficient with Microsoft Office products, (in particular Excel and Word) and databases

Technical writing ability that conveys intended messages to target audiences with clarity and precision

Excellent verbal and written communication skills

Ability to work effectively across all levels of the organization and with external stakeholders, contributes to a collaborative and positive work atmosphere, and the ability to work successfully as part of a team

Follow all policies and procedures

Perform major storm restoration work and associated drills as assigned.

Perform other duties as assigned

## **REQUIREMENTS**

### Education

Bachelor's Degree in Business, Finance or related field

### Experience

Minimum two (2) years of relevant regulatory or utility industry experience.

### License/Certifications

Project Management Professional (PMP or PgMP) certificate is preferred

### Travel Requirements

N/A

### Physical Demands

Stationary Position - Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Regulatory Coordinator

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities.

The Regulatory Coordinator prepares and ensures the accurate and timely filing of all official regulatory documents, which includes providing daily support for various regulatory activities for LUMA and the Tariffs and Budget team. The role is responsible for communicating, coordinating, and filing periodic and annual documents with regulatory agencies; monitoring and communicating regulatory activities and dockets pending before the PREB or other agencies; and assisting with regulatory research, involving reviewing legal filings for proposed rulemaking and compliance issues required by regulatory agencies. The role supports the Lead to ensure regulatory objectives are met to support regulatory filings and analysis as requested.

**JOB DESCRIPTION:**

Provide primary support in the filing of official documents and annual filings (i.e. petitions, tariffs, testimony, interrogatories, production of documents data requests) for LUMA with various regulatory agencies

Serve as liaison between Company departments and the regulatory agencies to resolve reported variances or deficiencies and prevent escalation to formal complaints

Coordinate, prepare and counsel internal departments in the submission of complete and relevant information ensuring effective and timely official filings

Escalate regulatory issues appropriately

Provide support for regulatory research activities: interpretation of proposed rules, researching past filings, testimony, exhibits, reports, and other official documents, and providing direct feedback to company personnel to assist them with compliance

Monitor and communicate regulatory activities pending before the PREB and other regulatory agencies

Develop and maintain coordination of the internal regulatory libraries, systems and databases by ensuring timely updates with key regulatory issues including reporting deadlines, company tariff updates, as well as maintaining the Regulatory calendar

Monitor all active dockets and actions any requests from the PREB

Assist with the coordination of LUMA rate cases, if necessary, through rate case orientation, preparation and assistance with testimony, discovery process and documentation. Ensure key issues/decisions are escalated to Lead and others in a timely manner.

Ensure all filing documents are accurately prepared and adequately reviewed in a complete and timely manner.

Proficient with Microsoft Office products, (in particular Excel and Word) and databases.

Technical writing ability that conveys intended messages to target audiences with clarity and precision.

Excellent verbal and written communication skills.

Ability to work effectively across all levels of the organization and with external stakeholders, contributes to a collaborative and positive work atmosphere, and the ability to work successfully as part of a team.

Follow all policies and procedures.

Perform major storm restoration work and associated drills as assigned.

Perform other duties as assigned.

## **REQUIREMENTS**

### **Education**

Bachelor's Degree in Business, Finance or related field

### **Experience**

Minimum two (2) years of relevant regulatory or utility industry experience.

### **License/Certifications**

Project Management Professional (PMP or PgMP) certificate is preferred

### **Travel Requirements**

N/A

### **Physical Demands**

Stationary Position - Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### **Working Conditions**

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions

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**JOB TITLE:** Supervisor, Technical Inspectors- Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor of Technical Inspectors provides expertise, guidance and coaching to the team of technical inspectors across the Operations department. This role ensures that there are subject matter experts in the functional areas of transmission and distribution lines, substations, underground, civil, telecom, energized work methods, and vegetation management.

The Supervisor of Technical Inspectors supports their team through the development of Industry Best Practice Work Methods and evaluation of the Quality Inspection Programs with a focus on high risk or challenging tasks. The team is responsible to provide subject matter expertise to assist LUMA crews, and evaluating the completion of the work through strategic auditing and finding solutions towards continually improvement.

**JOB DESCRIPTION:**

Provide leadership, guidance, direction and drive culture change for all the employees within the team. Ensure the team strives for world class safety, delivers superior customer service, achieve high level operational efficiency targets focusing efforts towards continuous improvement and industry best practices

Use strong interpersonal and relationship development skills to build effective working relationships across departments, functional areas, and communities in order to influence the business and gain support for safe and efficient work practices

Play a key role in engaging with employees and communities to ensure alignment, agility and team cooperation in daily activities

Apply expert level utility knowledge in understanding past utility practices and relationships to drive LUMA's key deliverables in transforming and evolving the electrical system

Highly influential and visible role at LUMA combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business

Support senior leadership and assists with maintaining positive relationships both internally and externally.

Participate in regular meetings with various teams across the department division, and functional group to consistently resolve common issues and apply department standards, strategic initiatives, corporate policies and standards

Follow all policies and procedures

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**



#### Education

Journeyman lineman or Engineering Degree and suitable field-based experience.

#### Experience

Minimum 12 years' experience and a very high level of technical competency in a specific functional area - lines, substations, underground, civil, telecom, vegetation management, etc.

#### License and Certifications

Valid Driver's license

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**JOB TITLE:** Subject Matter Expert, BA

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Subject Matter Expert (SME) BA provides expert technical knowledge and experience to the Operations Department. The role is required to assist in developing the quality standards, work methods, quality control documentation and best practices to ensure the Quality Management System meets the applicable engineering, construction, safety, and industry technical standards and best practices.

A SME position is required in each of these 4 areas:

- Substation Operations
- Underground Lines
- Overhead Lines
- Vegetation Management

#### **JOB DESCRIPTION:**

Provide expert advice to technical advisors, crews, and supervisors on the completion of work within their subject matter area of expertise.

Support the Manager, Quality Assurance in the review of NCRs within the identified area of expertise  
Draft new work methods, work procedures, quality control documentation, or best practices based on expert knowledge and experience.

Assist the Quality Control team in preparing the requisite documentation to facilitate continuous process improvement within their particular area of expertise.

Conduct audits of completed or ongoing work per the Quality audit plan or to support the Quality Controls team, especially related to NCRs.

Work closely with engineering, work methods, quality control, and operational teams in the development of the Quality Management System processes, documentation and related activities.

From time to time, support other activities within the Quality functions or within the Operations department where the role's technical expertise would be considered an asset.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned.

#### **REQUIREMENTS**

Education

Highschool Diploma or GED

Any combination of education and experience will be accepted if the level of experience and skills proves expertise within a specific subject matter expertise - lines, substation, underground or vegetation management.

#### Experience

Minimum 20 years experience in a specific subject matter area - lines, substation, underground or vegetation management.

#### License Certification

Journeyman trade certification, professional engineer license, or similar certifications.

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**JOB TITLE:** Administrative Asst, UT Metering

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, AMI Systems, this position is responsible for coordinating and performing technical activities and meetings associated to electric metering & AMI systems. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Provide clerical support to technical metering projects and initiatives  
Work cross functionally to align project specific teams and technical employees  
Utilize all available software to remove communication barriers while encouraging collaboration  
Research and document technical problems with an interest toward problem solving  
Maintain system of record for open technical issues that are awaiting solution delivery  
Interact with internal and external clients who need solutions  
Interact with internal and external clients who provide solutions  
Work with Accounts Payable and Accounts Receivable to maintain financial records  
Ensure that clients and vendors are in good financial standing with the Utility  
Ensure that utility is in good financial standing with clients and vendors  
Provide technical support to field organizations  
Moderate to high computer skills  
Excellent organizational skills  
Self-motivated and able to handle multiple tasks  
Strong interpersonal and communication (both written and verbal) skills  
Committed to providing excellent customer service.  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Require Education - High school diploma or equivalent   Preferred Education - Associates degree in technical field

## Experience

Preferred Experience - Previous experience working in utility industry

## License/Certifications

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

Stationary Position -Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 31- 50 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

## Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - Seldom

Exposed to toxic or caustic chemicals - Seldom

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - Seldom

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** CX Advisor, Regional

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Regional Customer Experience Advisor works with customers in regional offices. This role is the first point of contact with customers and responsibilities include interfacing with customers for all types of inquiries including new services, change in services, payment plans and service requests. This role is also responsible to establish, maintain and participate in customer and community relation activities as well as to provide support to both internal and external customers. This role is expected to demonstrate professionalism while completing tasks of a confidential nature.

**JOB DESCRIPTION:**

Provide assistance to internal and external customers by directing, gathering and delivering information or action for issue resolutions, including resolving customer concerns and complaints with respect to billing, claims or other retailer related inquiries

Coordinate and provide support to the community and support staff involved in community activities through community investment plans, open houses, school displays, public safety initiatives, community meetings and other activities as required

Ensure Best Practices, Financial Practices, Tariffs and Terms and Conditions are accurately applied

Complete service agreements and other necessary documents and obtain customer signatures as required

With attention to detail and accuracy, ensure customer accounts are initiated, prepare invoices and collect customer payments

Issue deposit certificates, accept money from deposits or bill payments, balance the money received daily, deliver it to the employee or the appropriate supervisor and obtain the supervisor's signature on the proof of delivery

Process payments via all methods received in regional offices. Determine the rate to be applied according to the requested service

While applying excellent critical thinking and problem-solving skills, prepare detailed account statements, invoices, application of deposits, account adjustments, charges and miscellaneous credits manually or through the automated systems

Prepare, record, and send documents to necessary inter-departments for Customer Excellence delivery

Receive reports about irregularities in readings, billing, maintenance, and others related to the duties.

Investigate, correct and process irregularities through the instant information system.

Excellent organizational, planning and time-management skills with the ability to manage multiple tasks, effectively plan and prioritize work to meet deadlines

Strong interpersonal skills through effective verbal and written communication with the ability to work effectively in a multi-functional team environment. Negotiation skills and a focus on conflict management and issue resolution are required

Proficient skills in the use of computer applications (MS Office)

Follow all policies and procedures

Performs other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

Education

High School Diploma or G.E.D.

Experience

1 + year

Basic understanding of electricity terminology

Experience in a customer service work environment performing customer service duties with a focus on problem-solving, conflict management and issue resolution

Experience with and aptitude in accounting and math in order to complete daily tasks

Preferred:

Bilingual Language Skills (English\Spanish)

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: Seldom

Climb: N/A

Kneel: N/A

Grab: N/A

Bend: N/A

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A



Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Associate Customer Experience Advisor, Regional

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Associate Regional Customer Experience Advisor works with customers in regional offices. This role is responsible for greeting customers, receiving and reconciling customer payments and responding to general inquiries. As an entry level Customer Experience advisor, their primary focus is helping customers with payments and ensuring accurate cash and balance reconciliation daily. This role is expected to demonstrate professionalism while completing tasks of a confidential nature.

**JOB DESCRIPTION:**

Provide assistance to internal and external customers by directing, gathering and delivering information or action for issue resolutions, including resolving customer concerns and complaints with respect to billing, claims or other retailer related inquiries

Coordinate and provide support to the community and support staff involved in community activities through community investment plans, open houses, school displays, public safety initiatives, community meetings and other activities as required

Receive payments in cash, checks and transfers of invoices for various concepts such as: electric energy consumption, internal invoices and payments, deposits and others. Payments may be received via in-office, payment stations, through mail, employees and other district or office personnel.

Checks the system for outstanding service orders and disconnections for non-payment

Record payments in the information system instantly and provides accurate information back to the customer

Applying attention to detail and accuracy, adds all money collections received during the day and reconciles with the total of all remittance sheets and cash balances.

Prepares any necessary bank reconciliation and tracking documentation, cash and other payment method deposits for securities company

Prepare a daily collections report and keep a file with all the information and documentation corresponding to these collections

Responsible for accurate cash management in accordance with all financial management policies for any regional office cash and payment methods

Prepare a daily collections report and keep a file with all the information and documentation corresponding to these collections

Strong interpersonal skills through effective verbal and written communication with ability to work effectively in a multi-functional team environment

Excellent organizational and time-management skills with ability to manage multiple tasks, effectively plan and prioritize work to meet deadlines

Proficient skills in the use of computer applications (MS Office)

Follow all policies and procedures

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Leadership Responsibilities

- N/A

### Education

- High School Diploma or G.E.D.

### Experience

- <1 Year - Experience with and aptitude in accounting and math in order to complete daily tasks  
Preferred: - Bilingual Language Skills (English\Spanish)

### License/Certifications

- N/A

### Travel Requirements

- N/A

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: N/A - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** HR Coordinator

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, HR Ops. The Human Resources Coordinator is responsible for coordinating human resources activities relating to the day-to-day operations of the Human Resources Department. It is the responsibility of the HR Coordinator to provide administrative clerical support including but not limited to scanning, data input, office activities, sorting information according to guidelines and answering questions for various functional areas within the Human Resources Department maintaining strict confidentiality and provide good customer services to our employees and following our values.

**JOB DESCRIPTION:**

Provide administrative support to Labor and Employee Relations Team by scheduling meetings, answering telephone calls, and responding to basic Employee Relations inquiries from employees and managers.

Process Union Cards when received; maintain log with employee information for processing in Workday.

Maintain administrative relationship with Local union leadership and administrative support for adherence to contract terms and responsibilities.

Process pension and annuity benefit contributions to appropriate union funds.

Review all disciplinary actions upon receipt. Inform the Team and/or departments of any issues and/or errors regarding discipline.

File all Employee Relations related paperwork, creating and labeling files.

Off board separating employees by collecting company property and/or monies owed to the company for lost property, updating the HRIS team with addresses/phone numbers and distributing final checks.

Maintain and continually improve individual contributions to a service-oriented culture.

Communicate clearly and frequently with leadership, team members and employees.

Adheres to internal standards, policies, and procedures.

Performs other duties as assigned.

**REQUIREMENTS**

**EDUCATION AND EXPERIENCE:**

Required Education and Experience

High school diploma or equivalent is required.

> 3 Years

Preferred Education and Experience

Bachelor's Degree and minimal experience preferred.

Choose an item.

**LICENSES / CERTIFICATIONS:**

Required Licenses/Certifications

N/A

Preferred Licenses/Certifications

N/A

SUPERVISORY RESPONSIBILITIES:

Supervises others: No

Has hiring and terminating responsibilities: No

TRAVEL REQUIREMENTS:

Travels: Yes

Percent of time: 10%

Overnight required: N/A

PHYSICAL DEMANDS:

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”]

Stationary Position - Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

WORKING CONDITIONS:

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - Seldom

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - Seldom

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

Other Environmental Factors including weather conditions \_\_\_\_ N/A \_\_\_\_\_

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**JOB TITLE:** Technical Specialist

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Technical Specialist Asset Management is responsible for providing technical support to various departments within planning, regulatory, design and/or field operations functions. This role provides coordination, maintenance, monitoring and execution of one or a variety of department management systems which may include: asset management, operations, engineering and/or maintenance.

**JOB DESCRIPTION:**

Produce, edit, analyze and model data specific to the team function, specifically in the areas of Protection and Control, Automation, or Asset Strategy.

Prepare and submits reports and/or analysis in an accurate and timely manner for monthly, quarterly, annual and other special reports as required by the team function, department or regulation Troubleshoot problems (Failures), analyzes, corrects, submits reports.

Provide input into preventative and/or predictive maintenance programs.

Test and facilitate field implementation of hardware and software.

Perform regular system checks.

Provide technical support and assistance that are required specific to or outside of the team function or department Use and support Computer Maintenance Management System (CMMS).

Participate in project planning meetings and acts as liaison with internal groups

Develop and maintain policies.

Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document.

Provide input into Budget decisions.

Undertake a temporary assignment to a higher classification or position if requested

Complete administrative functions as required.

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications.

Strong interpersonal, relationship development, and teamwork skills.

Strong verbal and written communication skills with the ability to effectively interact with internal and external customers.

Project management skills including the ability to work in a fast-paced environment, prioritize assignments to meet firm deadlines and produce deliverables on time and within budget.

Research, design, develop, test the manufacturing and installation of electrical equipment, components, or systems for commercial and industrial usage.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Four or five-year bachelor degree in Electrical Engineering from a recognized post-secondary institution, or equivalent.

Minimum three (3) years of experience in a Utility environment

Experience

Technologist Degree

Previous experience working for a utility company

Licenses/Certifications

Valid driver's license

Travel Requirements

Travels: Yes

Percent of time: 30%

Overnight required: Yes

Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - Seldom

Exposed to toxic or caustic chemicals - Seldom

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - Seldom

Work with explosives - N/A

Work on or near a source of radiation - N/A



Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Organizational Readiness Specialist/Change Management

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Organizational Readiness/Change Management Specialist interfaces with various stakeholders across projects. This role is responsible for assisting the IT OT Business Operations team with embedding testing, training and change management practices in the project lifecycle and the organizations impacted by the project to achieve desired outcomes. This role is responsible for all testing, preparing communication, training and other change management materials related to changes in people, process, and technology at LUMA. Will partner closely with key functional areas throughout the organization to gather communications needs, develop materials, deliver, and track communications, meet timelines, drive culture, assist to achieve project goals and support business goals while demonstrating core values.

**JOB DESCRIPTION:**

Prepare testing material for all aspects of the projects within the company.

Responsible for the development of testing procedures and documentation that meet the testing requirements within LUMA

Prepare testing strategies and device test plans for each project.

Manage all defects that arise during the testing process

Report test status for each project.

Prepare Training Curriculum for the various projects.

Follows a structured training and change management methodology to create conditions for a smooth transition to change and promotes maximum enthusiasm to adapt to the change.

Reviews the organization's training and change readiness assessment to tailor training and process overviews to meet the needs of the attendees.

Assists with identifying key stakeholders impacted by the change and know the timing of that change to leverage in the training and curriculum development.

Executes the communication plan/roadmap to ensure all employees are fully aware of the impending changes.

Promotes the business vision with a benefit framework that links adoption to change to successful project delivery and business outcomes, i.e. develops future "press release".

Assists with creating tailored plans with respect to training and change management activities to accommodate the needs of different stakeholder groups impacted by the change.

Reviews the gap analysis, and promptly address doubts and uncertainty surrounding the change to foster a positive acceptance of change.

Accounts for all events that impact employees, and regularly reviews ongoing changes to create a heat map to identify too much change and potential change fatigue.

Proficient in English, with the ability to read, write and speak

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies and procedures

Required to work additional hours as needed  
Performs other duties as assigned

## **REQUIREMENTS**

### **REQUIRED EDUCATION**

Bachelor's Degree in Communications, Business Administration or related field, or equivalent work experience

PREFERRED EDUCATION – N/A

### **REQUIRED EXPERIENCE**

3 – 5 years of related experience

Experience on initiatives involving systems and process change and have supported all aspects of the Project Life Cycle

### **LICENSES / CERTIFICATIONS**

Prosci or similar Certification

### **TRAVEL REQUIREMENTS:**

Travels: Yes

Percent of time: 5%

Overnight required: Yes

### **PHYSICAL DEMANDS:**

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position -Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### **WORKING CONDITIONS:**

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather condition- N/A

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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**JOB TITLE:** Services Procurement Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Operational Procurement (Materials or Services), this position is responsible for the procurement of goods and services, internal customer service, and purchase order management. As the primary point of contact for the organization's transactional procurement needs, the Procurement Specialist's primary work includes conducting project specific competitive bidding and the issuance of purchase orders to 3rd party vendors.

**JOB DESCRIPTION:**

Prepare and issue competitive bid documents (RFI, RFQ, RFP, or Formal Tender) based on scope and specifications provided by internal stakeholders.

Receive and summarize bids, analyze, and evaluate vendor responses using spreadsheets and other applications and tools, as required.

Guide Evaluation Committees through the evaluation of formal competitive procurement processes and act as the principal point of contact for internal stakeholders to effectively request and communicate action items and status.

Ability to lead meetings, presentations, and trainings regarding applicable procurement processes.

Communicate effectively with end users, suppliers, and contract administrators.

Recommend, award, and establish purchase orders and project specific contracts based on the organization's financial and contractual approval levels and in accordance with Procurement & Contracting practices and guidelines.

Convert approved Requisitions into Purchase Orders for issuance to vendors.

Complete all necessary paperwork and transactions to enable close out of purchase orders in the system.

Resolve short shipments, delivery dates issues, shipping errors, etc.

Possess excellent reporting skills and experienced in Excel, Word, and data analysis, as well as experience with ERP and File Sharing technology.

Possess excellent written and oral communication skills in English and Spanish.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Keep organized contract and purchase orders files to ensure compliance and documentation of the procurement process.

Address requests for information from internal and external stakeholders.

Other duties as assigned.

**REQUIREMENTS**

Education

Required

Bachelor of Business Administration or equivalent experience.

#### Experience

##### Required

Minimum of 3 years of working in purchasing process for federally funded projects or government contracts.

##### Preferred

Experience with Electric Utility operations and / or large, complex organizations is highly desirable. -

#### License/Certifications

Professional designation from a nationally recognized professional institute or association (e.g. Supply Chain Management Professional (SCMP), Certified in Production and Inventory Management (CPIM)) is preferred).

#### Travel Requirements

Travels: No

Percent of time: N/A

Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly
- Pushing/Pulling/Reaching - Seldom
- Climb - N/A
- Kneel - Seldom
- Grab - Seldom
- Bend - Seldom
- Lift/carry over - 10 - 30 LBS
- Vision - 20/20 Corrected vision
- Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A
- Working near or on moving mechanical parts - N/A
- Working near or on heavy machinery - N/A
- Working in high places - N/A
- Exposed to fumes or airborne particles - N/A
- Exposed to toxic or caustic chemicals - N/A
- Frequency of working in outdoor weather conditions - N/A
- Work with Electricity - N/A
- Work with explosives - N/A
- Work on or near a source of radiation - N/A
- Loud noise conditions (above 87dB)- N/A
- Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Technical Writer

**DEPARTMENT:** HSEQR (Inactive)

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Technical Writer administers the document control system including the standards, policies, forms, templates, and training materials. This position is also responsible for drafting technical materials in a succinct, clear, and straight-forward method to ensure processes are clearly documented and understood.

**JOB DESCRIPTION:**

Plans, develops, organizes, writes and edits standards, procedures and forms.

Interviews and observes internal subject matter experts to clearly articulate their requirements and expectations related to document control.

Drafts documentation according to set standards regarding order, clarity, conciseness, style, and terminology.

Reviews published materials and recommends revisions or changes in scope, format, and content.

Selects and creates drawings, sketches, diagrams, and charts to illustrate material.

Administers the process for the creation, review, and approval of documents within the document control program.

Ensures the success of the document control program by tracking the timeliness of document creation and review.

Strong organizational, interpersonal, and communication skills along with time management skills.

Excellent organizational and priority setting abilities.

Aptitude to solve problems quickly with advanced conflict resolution skills.

Excellent written and verbal communication skills in English and Spanish

Expertise with Microsoft Office applications

Perform major storm restoration work and associated drills as assigned.

Follows all policies and procedures.

Other duties as assigned.

**REQUIREMENTS**

**Education**

Technical Diploma or bachelor's degree in communications or another technically-focused profession from an accredited university or college.

**Experience**

3 Years

**License and Certifications**

Valid Driver License



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**JOB TITLE:** Engineer, PV Modeling and Special Studies

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervising , Eng. PV Modeling Special Studies, this position is responsible for coordinating and performing engineering activities related to Transmission Planning. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Perform load and generation interconnection studies and create reports  
Assist in the planning of minigrids and backbone transmission planning reinforcement  
Development and maintenance of black start strategies  
Create planning studies within scope, schedule and cost  
Create business cases to justify system improvements  
Coordination of planning activities as a member of a multi-disciplinary team of engineers  
Lead and support capital maintenance and customer-driven projects  
Develop, review and authenticate transmission planning documents  
Develop, support and improve transmission single line diagrams  
Provide input to support and improve apparatus equipment specifications and procurement  
Provide technical support to the Operations team  
Follow, develop and improve planning processes and standards  
Participate and lead planning initiatives, including presentations to the planning team and senior management  
Various reporting to management, Project Manager and project team  
Assist the Supervisor, Transmission Planning in managing planning activities  
Provide technical support to field organizations  
Any and all duties below this classification (Transmission Planning Engineer)  
Technical knowledge in power flow, short-circuit, motor starts, and power system transients  
Technical knowledge in applicable NERC Standards  
Technical knowledge in microgrids and minigrids  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope

Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Required

Bachelor of Science Degree in Engineering

Preferred Education:

Bachelor of Science Degree in Electrical Engineering

Experience

Required Experience:

Minimum five (5) years of experience in a Utility Environment

Proven experience applying sound judgment to make decisions

Preferred Experience:

Previous experience working in Distribution, preferably in the distribution planning team of a utility

Licenses/Certifications

Professional Engineer or Professional Licensee designation

Travel Requirements

Travels: Yes

Percent of time: 30%

Overnight required: Yes

Physical Demands

Stationary Position -Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom  
Working near or on moving mechanical parts - Seldom  
Working near or on heavy machinery - Seldom  
Working in high places - Seldom  
Exposed to fumes or airborne particles - Seldom  
Exposed to toxic or caustic chemicals - Seldom  
Frequency of working in outdoor weather conditions - Seldom  
Work with Electricity - Seldom  
Work with explosives - N/A  
Work on or near a source of radiation - N/A  
Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Dist Planning

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead Engineer, Distribution, this position is responsible for coordinating and performing engineering activities related to Distribution Planning. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Perform load and DER interconnection studies, including load flow, short-circuit, motor starts, etc., and create reports  
Create planning studies within scope, schedule and cost  
Create load forecasts  
Assist in the planning of microgrids and incorporation of DER and energy storage  
Develop distribution protection philosophy, settings, and settings files  
Create business cases to justify system improvements  
Coordination of planning activities as a member of a multi-disciplinary team of engineers  
Lead and support capital maintenance and customer-driven projects  
Develop, review and authenticate distribution planning documents  
Develop, review and authenticate power quality investigations  
Develop, support and improve distribution single line diagrams and distribution system switching diagrams  
Provide input to support and improve distribution equipment specifications  
Participate in procurement of distribution equipment  
Provide field support in power quality troubleshooting activities  
Follow, develop and improve planning processes and standards  
Participate and lead planning initiatives, including presentations to the planning team and senior management  
Various reporting to the Distribution management, Project Manager and project team  
Assist the Supervisor, Distribution Planning in managing planning activities  
Provide technical support to field organizations  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget

Technical knowledge in power flow, short-circuit, motor starts, and power quality issues such as harmonics and flicker  
Technical knowledge of DER interconnection, Volt-VAR optimization, and other emerging technologies  
Technical knowledge in applicable IEEE Standards, such as 1547 and 519  
Technical knowledge in microgrids and minigrids  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

Bachelor of Science Degree in Engineering

### Preferred Education:

Bachelor of Science Degree in Electrical Engineering

### Experience

Minimum five (5) years of experience in a Utility Environment

Proven experience applying sound judgment to make decisions

### Preferred Experience:

Previous experience working in Distribution, preferably in the distribution planning team of a utility

### License

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

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**JOB TITLE:** Director, Security & Compliance

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director Security & Compliance leads the cybersecurity program across the Organization. This individual directs and has accountabilities and responsibilities for planning, implementing and evolving the Security & Risk Management Program established. This individual is responsible for overseeing the audit and assurance of the Organization's cybersecurity resilience organization. This individual will also act as a liaison and facilitate communication of the Cybersecurity Risk Management Program to business stakeholders and executive sponsors, implementation of policies, standards, and procedures, to LUMA's Security and Risk Management program.

**JOB DESCRIPTION:**

Participate as a member of the senior management team

Develop and communicate security strategy, policies and plans practice to executive team, staff, partners, customers, and stakeholders. Accountable for the design and implementation of disaster recovery and business continuity plans, procedures, audits, and enhancements for security related functions.

Monitor advancements in Regulatory and information privacy laws to ensure organizational adaptation and compliance.

Oversee third-party audits and internal audits as required with Internal Controls, Internal Compliance, and Internal Audit aligning to industry frameworks where suitable.

Develop policy, plans, and strategy in compliance with laws, regulations, policies, and standards in support of organizational cyber activities.

Work with business leaders to ensure information security risk findings are reviewed and solutions are implemented and overseeing the resolution of risk and compliance issues with appropriate stakeholders including [business, security, legal, IT, and customers.

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies and procedures

Required to work additional hours as needed

Performs other duties as assigned

**REQUIREMENTS**

Required:

Post-Graduate Diploma/Certificate in Business Administration

Project Management Professional (PMP) from the Project Management Institute (PMI)

Preferred:

MBA or an MBA in the process of being completed

Experience

Required:

10 – 15 years' experience in Information or Operations with at least 5 years' experience in governance, risk and compliance (GRC).

Significant knowledge of and experience with legal and regulatory compliance standards such as [NIST Cybersecurity Framework, NIST and ISO standards, PCI-DSS, ISO 2700-1, NIST 800-23, HIPAA, HITRUST, ISA and NERC-CIP and BES standards].

License and Certifications

Required:

Certification in Leadership

At least two of the following - Certified in the Governance of Enterprise IT (CGEIT), Certified Information Systems Auditor (CISA), Certified Information Systems Manager (CISM), Certified Governance Risk and Compliance (GRC) Professional or Certified Information Systems Security Professional (CISSP)

Preferred:

Certification in Implementing the NIST Cybersecurity Framework

Certification in COBIT

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**JOB TITLE:** Manager, Planning and Dispatch

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager of Workforce Planning and Dispatch provides guidance, support, and mentorship, to the Planning, Scheduling and Dispatch Supervisors that lead the workforce planning, coordination, and crew dispatch efforts across the Operations department. The role has the overall responsibility for planning, scheduling and dispatching all work performed within Operations, with a special focus on transmission and distribution lines.

**JOB DESCRIPTION:**

Oversee the day-to-day dispatch of crews across the division to ensure the appropriate labour, equipment and materials are deployed per the workforce management schedule.

Work closely with crews and supervisors to ensure excellent communication and resolve unforeseen issues related to the system, the customer, or weather restraints, in order to maintain target productivity rates.

Work closely with the System Control Centre to ensure outages are properly planned and coordinated; including, having appropriate permitting and notifications in place.

Work closely with district operations, substation operations, and vegetation management, to develop, maintain and execute the Operations department's program of work.

Lead the weekly, monthly, quarterly, and annual, workforce planning cycles to achieve overall department targets and metrics.

Provide direct supervision to planning activities to ensure shovel ready work packages are being completed properly with respect to labour, equipment, time, materials, permits and outage coordination.

Provide supervision to the schedulers to ensure shovel ready work packages are coordinated and organized to maximize resource efficiency.

Provide supervision to dispatch employees to ensure they are communicating effectively with crews being dispatched and following up on completion of work to maintain an accurate picture of resource location and work status.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned.

**REQUIREMENTS**

Education

Must have high school Diploma

University or College Degree is strongly preferred

Combination of other qualifications, such as journeyman lineman and suitable experience will be accepted.

#### Experience

Minimum 15 year's experience and at least 5 years in a Manager or Supervisory role leading teams.

#### Licenses and Certifications

Professional designations are not required but will be considered an asset.

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**JOB TITLE:** IT OT Services Mgmt Specialist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The IT Service Management Specialist will have responsibility for reviewing and validating the quality of service delivery. This role is the primary escalation interface between LUMA business areas and service providers for managing the day to day delivery of services. This includes managing service-related issue escalations and striving for continuous improvement of Service Management.

**JOB DESCRIPTION:**

Operation Services - Performs activities required to successfully deliver technology support and solutions to the business - Monitor IT operation delivery success through management of day to day achievement of SLA/KPI's and customer satisfaction. Participate in technology operations initiatives and work with multiple teams for successful implementation to the organization - Identify Service Level change opportunities and recommend appropriate action of additions/modifications, deletions, and reclassification. Review up take of service offerings and make recommendations on changes to service offerings. Inform the IT Operations support Lead and IT Operations Manager of operational service delivery issues - Develop performance measures and consistently report metrics to IT Services Leadership team - Recommend and implement common compute standards across LUMA. Recommend continuous refinement of core IT services processes - Work closely with the IT Service Desk and Business Areas to manage escalations of incidents, and events with the goal of ensuring services are available - Interface with other IT OT teams to ensure collaboration and coordinated strategy to meet service management goals and objectives - Respond to inquiries from application owners, project managers, shared services inquiries. Act as a point of escalation for the business, take ownership and ensure issues are resolved - Inform the IT Operations support Lead and IT Operations Manager of operational service delivery issues - Responsible for owning four key ITIL processes, Change Management, Request Fulfillment, Incident and Problem processes, including monitoring effectiveness and efficiency of the processes, and continuously improving the processes - Support new initiatives in the Service Design phase, projects in the Service Transition phase and new systems in the Service Operations phase - Looks at service from a resource perspective to ensure that Service Knowledge is distributed amongst the support team - Engaged early in the Service Design process to work with the Business and other IT OT Areas, and IT Systems Analysts to educate them on operations processes, templates, requirements, roles, and responsibilities of all players (business/operations/projects/vendors) - Ensures that transition to operations and creation of operating models are properly scoped in to a project (deliverables, timelines and costs) and included in the business case - Consults with/engages Supplier Management for services (includes new, changed or decommissioned) ensuring requirements are properly communicated for the purpose of negotiations and/or Service Level changes.) - Strong verbal and written communication skills, business/financial acumen, logical thinking and problem-solving skills. - Solid data analysis capabilities for reconciling volumetric data for LUMA - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

## **REQUIREMENTS**

### **Education**

Required: - High-school diploma Preferred: - Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience

### **Experience**

Required: - 3 to 5 years of related experience

### **License/Certifications**

Preferred: - ITIL certification

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

### **Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - N/A - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - Choose an item. - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** In-House Counsel

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

LUMA Counsel will assist LUMA Senior Counsel and LUMA Director of Litigation in managing litigation matters, including discovery and working with outside counsel. This position reports to LUMA Senior Counsel.

**JOB DESCRIPTION:**

Offering counsel to LUMA executives on a variety of legal and regulatory issues pursuant to applicable law.

Working alongside LUMA departments and providing legal advice, as required, including but not limited to legal risks and liabilities associated with business matters pertaining to operational areas.

Researching and anticipating unique legal issues that could impact business operations.

Negotiating, writing, and executing agreements and contracts on behalf of LUMA.

Communicating with and managing any third-party stakeholders including but not limited to external counsel, government entities, or auditors.

Manage litigation, claims and related legal matters on behalf of LUMA, including budgets.

Provide legal counsel to all levels of the enterprise in connection with internal investigations, subpoenas, and responses to certain government inquiries.

Evaluate, develop, implement, and maintain risk mitigation strategies and processes.

Draft and negotiate settlements and other litigation-related agreements.

Other duties as assigned.

**REQUIREMENTS**

Must have a law degree from an accredited university.

Must be admitted to the Puerto Rico bar.

Must have 8+ years of experience gained in law firm and/or corporate legal department or a government instrumentality of the Commonwealth of Puerto Rico.

Strong interpersonal and presentation skills, along with the ability to communicate effectively with others at all levels of the organization.

Strong analytical and negotiating skills with both legal and financial/commercial issues.

Ability to establish and maintain strong relationships within the organization's legal department and across all businesses.

Ability to work independently with little or no supervision.

Ability to deliver high-quality work under deadlines.

Fully bilingual – Spanish and English.

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**JOB TITLE:** Developer

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Extract, Transform and Load (ETL) Developer creates detailed specifications for ETL design / development / support, and then transforms those designs into system capabilities utilizing standard coding tools and processes. The ETL Developer ensures that development solutions meet defined technical, functional, and service level requirements and standards. The ETL Developer oversees consistent quality in handoffs between development to deployment and operations while incorporating continuous process improvement and feedback.

**JOB DESCRIPTION:**

Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, VMWare.

**REQUIREMENTS**

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**JOB TITLE:** NOC IT OT Specialist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for overall management and reliability of the Wide Area Network also referred to as the Telecom backbone. The position is in the Network Operations Center. This position will provision, monitor, analyze and respond to network related problems that include tele protection failure, SCADA failure, voice failure, corporate data failure and application connectivity issues. This role is within the Network Operations Center and works closely with the various SME's within the group. This group will also be responsible to monitor and act on any Network Alarms generated from within the Network Operations Center.

**JOB DESCRIPTION:**

Monitor, review and fix any network related alarms or connectivity issues

Monitor all telecom backbone equipment at telecom sites, substations, control centers and data centers

Monitor and respond to any Teleprotection alarms

Plan and reroute traffic, prioritize then direct Telecom field techs to fix faults

Provision of new circuits for substations, SCADA, corporate, voice and teleprotection ccts

Monitor and ensure all carriers (microwave radio, fiber) are functional and reports as required

Ensure redundancy and route diversity is in place and tested for critical systems and applications

Must be proficient in Windows Server 2016, Windows 10, LAN/WAN Networks, TDM, SONET, MPLS and telecom carrier equipment

Direct field telecoms technologists to faults

Troubleshooting IP services and networks

Providing customer support to business clients

Monitoring company networks and responding to issues

Announcing service schedules to network users

Supervising network changes and ensuring that they work

Opening tickets and follow up

Create reporting

Adheres to internal standards, policies, and procedures

Required to work additional hours as needed

Performs other duties as assigned

**REQUIREMENTS**

Education

Required: - Minimum 2-year Technical IT diploma with experience in IP routing and networking Preferred:

- 2 year Technical Networking diploma with IP Networks. CISCO CCNA will be an asset

Experience



Required: - Experience with TDM and MPLS technologies - Experience with SCADA circuits Preferred: - Experience in provisioning TDM, SONET and MPLS. - Experience operating and maintaining carrier equipment like microwave radios, fiber mux's, VHF radios and voice signaling.

License/Certifications

Preferred: - MPLS Admin - Certified Telecom Tech through technical institution

Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31- 50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Associate Analyst, Infrastructure Support, IT

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the overall health and operation of hardware used to run the networks, IT systems. This includes ensuring the hardware is reliable and available, all system patches are applied, and end point protection is up to date and functioning. This position will evaluate, test, apply and backup patches to servers and desktops used in the organization. This role could cross over into the OT side of the business as and when required. The associate is to follow mentoring and coaching from the Analyst and Lead.

**JOB DESCRIPTION:**

Monitor, repair and upgrade hardware which includes servers, desktops, Virtual machines and mass storage devices

Patching – evaluate, report, test, apply patches to all operating systems and any identified IT applications as per the patch process.

Follow best practice change management for making system changes. Testing and verifying system backups.

Deploy, manage and monitor AntiVirus solutions. Monitor system information and events to ensure system health

Configure and maintain OT side Active Directory and Group policy. Integrate with applications

Work closely with the LAN and Application team leads to drive improvement, configuration changes and trouble calls. Identify application problems to peer groups to follow up through vendors if required.

Ensure hardware and systems are hardened to CIS best practices. Work closely with the Cyber security team to ensure compliance and provide evidence to the various compliance standards

Provides technical expertise to end users and application SME's

Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, VMWare.

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies and procedures

Required to work additional hours as needed

Performs other duties as assigned

**REQUIREMENTS**

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**JOB TITLE:** Administrative Coord, Construction

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for providing administrative support to Construction's Director. The position is also responsible for managing the day to day administration of the entire team as well as the budgeting and accounts payable function for Corporate Communications. You will join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We're seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

Managing accounts payables for the department.

Working with VP on the creation and management of the department's budgets.

Provide administrative support for VP, Corporate Communications.

Provide administrative support for the department leads in Customer & Community Communications, Media and Digital Brand Strategy, and Employee Engagement.

Manage departmental administration including tracking employee time, coordinate IT set up and logistics for new hires and office moves, update various directories and documents as necessary.

Coordinate filing and document management procedures with other members of the department.

Ability to work a flexible schedule with additional work as needed.

Follow all policies and procedures.

Advanced professional interpersonal skills for interacting effectively with all levels within the company, as well as with outside customers.

Exceptional organizational, written and verbal communication skills.

Able to cope effectively and prioritize workload under pressure.

High level proficiency with Microsoft Word, Excel, PowerPoint, and Outlook.

Excellent planning and coordination skills.

Other duties as assigned.

**REQUIREMENTS**

Education

High school diploma.

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**JOB TITLE:** PMO Lead

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for execution and leading enterprise wide, cross functional strategic initiatives for LUMA. The position provides leadership for our IT/OT project managers, including implementations, upgrades and other ancillary on-premises and cloud applications. This position drives continuous improvement to business processes and business results by developing standards in project execution. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business process changes. This position will ensure project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

**JOB DESCRIPTION:**

Manages highly complex business issues arising from the implementation of new processes, tools or functions in collaboration with senior management and stakeholders

Responsible for all facets of technology enablement initiatives, including the overall approach, major time frames and the definition of major deliverables to address and meet the desired goals and outcomes

Responsible for program communications. Leads interactions with the business sponsors to inform, alert, negotiate and maintain a continuing good relationship and shared vision for the program outcome, including identifying program changes and developing appropriate approaches to address

Manages program scope, goals, deliverables, risk and issue resolution with overall responsibility for quality of project deliverables. Also provides coaches and mentoring of project staff

Monitors and coordinates dependencies across the projects in the program and resolves conflicts

Responsible for ensuring that the program can deliver the benefits outlined in the business case, and that it meets the reasonable expectations of end users

Responsible for procurement of package-related hardware, software and services

Effectively communicates program expectations to PMs, team members and stakeholders in a timely and clear fashion, including C level

Understands the business benefits of a program by grasping business performance indicators and mapping them to goals/outcomes of IT/OT projects

Adheres to internal standards, policies and procedures

Perform major storm restoration work and associated drills as assigned

Required to work additional hours as needed

Performs other duties as assigned

**REQUIREMENTS**

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**JOB TITLE:** Manager, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Billing Services Manager is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring accurate billing data, issuing timely/accurate customer bills, addressing customer bill objections (claims) and managing billing exceptions (e.g., unbilled/delayed accounts, inaccurate bills, estimated bills, etc.). Manager will ensure business operations meet Customer Experience delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, procedures, standards, and processes. Responsibilities also include developing business cases, assisting with budgeting, and managing expenditures. Reporting to the Billing Services Director, this position is responsible for leading the Billing Services team in performing analysis of meter data; the processing and issuance of customer bills; the resolution of customer bill objections (claims); and the management of billing exceptions of all types across all LUMA customer segments (residential, commercial, industrial and governmental). Responsibilities include identifying all billing exceptions, putting in place (or revising) billing exception & claims processes, overseeing process improvement initiatives, identifying billing exception/claims root cause(s), collaborating with “upstream” and “downstream” LUMA stakeholders to improve performance, and utilizing appropriate work management (and other) technology solutions. In addition, manager is responsible for ensuring employees are highly motivated and focused on delivering excellence in customer solutions and accurate bill issuance, and timely billing exception management.

**JOB DESCRIPTION:**

Manager - Specific Roles - Implement a best-in-class approach for the assessment, problem identification and management of meter data from all meters throughout LUMA’s system. - Implement a best-in-class approach for the identification, analysis, and processing of normal bills and bills with billing exceptions at LUMA (e.g., unbilled/delayed accounts, inaccurate bills, estimated bills, etc.) for all customer types. - Assess billing / billing exception processes and identify, size and prioritize improvement opportunities to drive continuous improvement. - Develop list of prioritized improvement opportunities into gap closure improvement plan(s) with linkages to key Customer Experience metrics (e.g., J.D. Power Customer Satisfaction (Residential/Commercial), % of billing exceptions, % of unbilled accounts, etc.). - Develop collaborative workflow processes with Billing Services team (e.g., Billing Data/Calculation team, Bill Printing & Delivery Team, etc.), intra-CS Teams (e.g., Contact Center, Regional CX, etc.) and other LUMA departments. - Manage team of supervisors, analysts and customer care representatives in the identification, analysis and processing of bills and billing exceptions to ensure timely processing of billing exceptions and issuance of customer bills. - Leverage technology platform solutions for the efficient and effective management of staff conducting billing exception work management; enable operational metric / reporting from the work management database solution. - Assess baseline performance metrics as per the O&M agreement (e.g., DSO); develop additional performance metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of billing and billing exception team performance; produce relevant performance reports (e.g., monthly, quarterly, annual). Manager –



General Roles - Acts as a champion to develop a “safety first” culture within the organization. - Lead by example through personal demonstration of Health, Safety and Engineering best practices. - Is aware of all system improvements and new extensions in the local area and actively participates on project team as a project sponsor to bring the local operations perspective, identify risk and approve scope. - Supports the Customer Connection and Services area to ensure processes are followed. - Leads assessment to understand root cause and implement corrective actions when targets are not met. - Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area. - Supports and leads development of work plans in conjunction with the Assignment Office to ensure work is completed on time and on budget. - Conducts regular operations meetings to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. - Addresses day to day operating issues and/or escalates to Director as needed or required. - Optimizes the use of resources including people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible. - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system. - Monitors business metrics and reporting to ensure targets are met. - Manages local facilities and works cooperatively with various stakeholders. - Manages local fleet utilization and builds business cases to support local requirements. - Ensures the effective use of asset management tools in support of company programs. - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans. - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Responsible for labor relations which include working closely with human resources and associations to resolve issues that may arise. - Leads, coaches, and supports employee performance. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Ensures that all incidents and near misses are reported, documented, investigated and acted upon including escalation to the Regional Manager with follow up as required. - Fosters good relations with local officials. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- 6+ years related work experience in leading high performing Customer Experience teams. - Experience with CRM Customer Experience technology systems as well as bill printing, enveloping and shipping technology systems. - Experience in developing and delivering training for bill printing, enveloping and shipping processes and enabling IT systems. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. - Familiar with common bill printing, enveloping and shipping applications and machinery. - Proficient in the use of common computer applications (e.g., Microsoft Office). - Organizational planning and development skills. - Experience in key account relationship management and stakeholder engagement. - Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Excellent interpersonal and communication (both written and oral) skills. - Exceptional analytical,

decision making, and problem-solving skills. Preferred - 8+ years related work experience in leading high performing Customer Experience teams.

#### License/Certifications

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Supervising Engineer, Reliability Ops Dist

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager Reliability, this position is responsible for the leadership and development of the Reliability team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Manage the timely investigation and reporting of outages/equipment failures, system deficiencies identification and development of remedial action recommendations

Plan, develop and lead implementation and administration of performance monitoring and maintenance management database and reporting systems.

Set system performance target and lead trends analysis

Lead system wide investigations and the assessment of alternatives and recommendations for system improvements

Lead the development of prioritization framework for various reliability-related investments and work activities

Develop overall reliability strategies to meet performance indices

Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met

Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated

Monitor consolidated business metrics to ensure targets are met and identify trends, issues

Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans

Ensure appropriate competency and training for staff

Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment

Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA

Proven leadership skills & ability to nurture/coach professionals & field employees

Strong technical knowledge in power flow, line and equipment (design, constructability and applications) and associated Electrical & Utility codes

Strong business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

Proven experience applying sound judgment to make decisions

Proven ability to manage and resolve conflict

Strong interpersonal and relationship development skills

Strong verbal and written communication skills

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

- Bachelor of Science Degree in Engineering - Minimum eight (8) years of experience in a Utility Environment

### Experience

- Degree in Electrical Engineering - Previous experience working in Transmission, Substation, and/or Distribution

### License/Certifications

- Professional Engineer or Professional Licensee designation.

### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle  
- Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - Seldom

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**JOB TITLE:** Lead Engineer, Reliability Strategy Dist

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Reliability this position is responsible for the leadership and development of the Reliability team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Manage the timely investigation and reporting of outages/equipment failures, system deficiencies identification and development of remedial action recommendations

Plan, develop and lead implementation and administration of performance monitoring and maintenance management database and reporting systems

Set system performance target and lead trends analysis

Lead system wide investigations and the assessment of alternatives and recommendations for system improvements

Lead the development of prioritization framework for various reliability-related investments and work activities

Develop overall reliability strategies to meet performance indices

Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met

Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated

Monitor consolidated business metrics to ensure targets are met and identify trends, issues

Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans

Ensure appropriate competency and training for staff

Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment

Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA

Proven leadership skills & ability to nurture/coach professionals & field employees

Strong technical knowledge in power flow, line and equipment (design, constructability and applications) and associated Electrical & Utility codes

Strong business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

Proven experience applying sound judgment to make decisions

Proven ability to manage and resolve conflict

Strong interpersonal, communication, teamwork and time management skills

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

Experience

Bachelor of Science Degree in Engineering

Minimum eight (8) years of experience in a Utility Environment

Education

Degree in Electrical Engineering

Previous experience working in Transmission, Substation, and/or Distribution

License & Certifications

Professional Engineer or Professional Licensee designation.

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**JOB TITLE:** Warehousing Manager, Material Mgmt, East

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Materials Management Section Manager, is responsible for the effective management of the assigned regional Warehousing organization. This position carries overall responsibility of ensuring efficient and effective operation of the assigned regional warehousing network, physical management of materials, and distribution from assigned warehouses to field operations. The management of the organization is completed through effective leadership of numerous direct reports.

**JOB DESCRIPTION:**

Manage the overall operations of the regional warehousing organization on the island of Puerto Rico  
Manage the Warehousing organization through direct reports to ensure optimum balance between internal customer demands, individual staff needs and abilities, overall corporate priorities and direction and the cost-effective use of own and internal customer's resources. Lead direct reports through execution of strategic plans, following the overall direction of the Section Manager, Materials Management

Develop, implement and maintain warehousing operations standards, policies, guidelines, strategies and best practices. Manage the budgeting, planning, and operational activities within the warehousing organization and for major internal customers to ensure the most effective expenditure of Company resources

Develop strategic succession and organizational plans and implement upon approval from the Section Manager, Materials Management

Lead Emergency Response Warehousing activities for the regional Warehousing organization, including being available to respond to emergency after-hours callouts. Demonstrate strong leadership ability in high pressure scenarios with the ability to work quickly and efficiently

Lead the development and maintenance of Health, Safety, and Environmental Management Plans to meet the Company's policies and standards

Partner and collaborate with other departments within Materials Management and LUMA to drive an efficient Source to Pay process

Ability to deliver/present professional translations of operational data through reports, presentations, and strategy documents

Excellent communication and interpersonal skills. Attention to detail, accurate and thorough. Proficient organizational and time management skills

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

Supply Chain Management Degree

Related designations/certificate

Experience

10+ years previous Supply Chain experience

Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, Asset Suite, SAP, JD Edwards etc.)

Licenses & Certifications

Valid Driver's License

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**JOB TITLE:** Warehousing Manager, Material Mgmt, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Materials Management Section Manager, is responsible for the effective management of the assigned regional Warehousing organization. This position carries overall responsibility of ensuring efficient and effective operation of the assigned regional warehousing network, physical management of materials, and distribution from assigned warehouses to field operations. The management of the organization is completed through effective leadership of numerous direct reports.

**JOB DESCRIPTION:**

Manage the overall operations of the regional warehousing organization on the island of Puerto Rico  
Manage the Warehousing organization through direct reports to ensure optimum balance between internal customer demands, individual staff needs and abilities, overall corporate priorities and direction and the cost?effective use of own and internal customer's resources. Lead direct reports through execution of strategic plans, following the overall direction of the Section Manager, Materials Management

Develop, implement and maintain warehousing operations standards, policies, guidelines, strategies and best practices. Manage the budgeting, planning, and operational activities within the warehousing organization and for major internal customers to ensure the most effective expenditure of Company resources

Develop strategic succession and organizational plans and implement upon approval from the Section Manager, Materials Management

Lead Emergency Response Warehousing activities for the regional Warehousing organization, including being available to respond to emergency after-hours callouts. Demonstrate strong leadership ability in high pressure scenarios with the ability to work quickly and efficiently

Lead the development and maintenance of Health, Safety, and Environmental Management Plans to meet the Company's policies and standards

Partner and collaborate with other departments within Materials Management and LUMA to drive an efficient Source to Pay process

Ability to deliver/present professional translations of operational data through reports, presentations, and strategy documents

Excellent communication and interpersonal skills. Attention to detail, accurate and thorough. Proficient organizational and time management skills

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

10+ years previous Supply Chain experience

Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, Asset Suite, SAP, JD Edwards etc.)

Licenses

Valid Driver's License

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**JOB TITLE:** Warehouse Manager, Dist and Trans, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Materials Management Section Manager, the Main Warehouse Palo Seco Manager is responsible for the effective management of the Central Distribution Center (CDC) - the main warehousing hub for LUMA. This position carries overall responsibility of ensuring efficient and effective management and distribution of materials from the CDC to the downstream facilities and to the T&D Operations customer base. The management of the organization is completed through effective leadership of numerous direct reports.

**JOB DESCRIPTION:**

Manage the overall operations of the Palo Seco Warehouse organization on the island of Puerto Rico. Develop strategic succession and organizational plans and implement upon approval from the Section Manager, Materials Management.

Manage the Warehousing organization through direct reports to ensure optimum balance between internal customer demands, individual staff needs and abilities, overall corporate priorities and direction, effective use of own and internal customer's resources.

Partner and collaborate with other departments within Materials Management and LUMA as a whole to drive an efficient Source to Pay process. Collaborates with co-workers, management, suppliers, and customers.

Lead direct reports through execution of strategic plans, following the overall direction of the Section Manager, Materials Management.

Develop, implement and maintain warehousing operations standards, policies, guidelines, strategies and best practices.

Manage the budgeting, planning, and operational activities within the warehousing organization and for major internal customers to ensure the most effective expenditure of Company resources.

Lead Emergency Response Warehousing activities for the CDC Warehousing organization, including being available to respond to emergency after-hours call-outs. Demonstrate strong leadership ability in high pressure scenarios with the ability to work quickly and efficiently.

Lead the development and maintenance of Health, Safety, and Environmental Management Plans to meet the Company's policies and standards.

Ability to deliver/present professional translations of operational data through reports, presentations, and strategy documents. Proficient organizational and time management skills, thorough with a strong attention to detail and focus on accuracy.

Excellent communication and interpersonal skills.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

## **REQUIREMENTS**

### Education

Business Diploma, Degree, or SCM Diploma/Degree,

Related designations/certificate

### Experience

10+ years previous Supply Chain experience

Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, Asset Suite, SAP, JD Edwards etc.)

### License & Certifications

Valid Driver's License

TDG certificates

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**JOB TITLE:** Manager, Finance Projects

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Finance Manager is a key member of the Operational Excellence Team. They report directly to the Director of Operational Excellence and are the main point of contact for driving all aspects of financial reporting within the LUMA Operations department. The candidate will provide support & technical direction to various Financial Leads throughout the Operation's department in a dotted-line reporting structure, will supervise the Operational Excellence Metrics & Reporting Team for the department, and support as a liaison for Corporate Financial Services requirements.

**JOB DESCRIPTION:**

Manage the O&M budget for the Operations Department. Including:

Leading analysts throughout Operations in capturing and consolidating labor actuals for the Department

Leading analysts throughout Operations in capturing and consolidating accruals for the Department

Managing cost control for the Operations Department

Liaising with Accounts Payable to track contracts and purchase orders

Determining department-level, and sub-department level, variance & forecast

Capturing all aspects of managing the O&M budget into periodic reporting

Manage the project capital budget for the Operations Department. Including:

Liaising with Project Controls to deliver AdHoc reporting to Project Directors regarding the status of their capital project spend

Liaising with Regulatory to deliver Quarterly reporting regarding the actual, and forecasted, spend for capital projects

Capturing all aspects of managing the project capital budget into periodic reporting

Deliver monthly, quarterly, and Adhoc Operational and Financial reporting to upper management and corporate senior leaders

Work closely with the Finance and Accounting Divisions of LUMA to support corporate requirements and drive these throughout Operations

Develop a financial database for Operations. Including:

Defining the process for capturing information into the financial database

Maintaining the financial database

Identifying key financial metrics to provide additional insight into the spending practices for the O&M and Capital budget

Provide support and technical direction to his team and other financial analysts throughout Operations, including:

Coaching, mentoring, and goal setting for his team

Coaching and mentoring other financial analysts throughout Operations

Take on additional responsibilities, as required

## **REQUIREMENTS**

### Education

Possess a bachelor's degree in Finance or Accounting

Possess a bachelor's degree in Finance or Accounting

Possess 7+ years of experience in Finance, Accounting, or Operational Accounting role

Working knowledge of Oracle EBS, SAP, or similar financial reporting software

Working knowledge of O365 and Intermediate to Advanced knowledge of MS Excel

Previous experience as supervisor (employees with the above-mentioned responsibilities)

Excellent communications skills in both, English and Spanish

Be a team player

Items that will be considered a bonus:

Previous experience in:

Utility experience (Electrical or O&G)

Storms or iNet Dispatcher

Asset Suite

Master's degree (Accounting or Finance)

Professional designations

Familiar with doing business in Puerto Rico

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**JOB TITLE:** Manager, Operational Finance

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Finance Manager is a key member of the Operational Excellence Team. They report directly to the Director of Operational Excellence and are the main point of contact for driving all aspects of financial reporting within the LUMA Operations department. The candidate will provide support & technical direction to various Financial Leads throughout the Operation's department in a dotted-line reporting structure, will supervise the Operational Excellence Metrics & Reporting Team for the department, and support as a liaison for Corporate Financial Services requirements.

**JOB DESCRIPTION:**

Manage the O&M budget for the Operations Department. Including:

Leading analysts throughout Operations in capturing and consolidating labor actuals for the Department

Leading analysts throughout Operations in capturing and consolidating accruals for the Department

Managing cost control for the Operations Department

Liaising with Accounts Payable to track contracts and purchase orders

Determining department-level, and sub-department level, variance & forecast

Capturing all aspects of managing the O&M budget into periodic reporting

Manage the project capital budget for the Operations Department. Including:

Liaising with Project Controls to deliver AdHoc reporting to Project Directors regarding the status of their capital project spend

Liaising with Regulatory to deliver Quarterly reporting regarding the actual, and forecasted, spend for capital projects

Capturing all aspects of managing the project capital budget into periodic reporting

Deliver monthly, quarterly, and Adhoc Operational and Financial reporting to upper management and corporate senior leaders

Work closely with the Finance and Accounting Divisions of LUMA to support corporate requirements and drive these throughout Operations

Develop a financial database for Operations. Including:

Defining the process for capturing information into the financial database

Maintaining the financial database

Identifying key financial metrics to provide additional insight into the spending practices for the O&M and Capital budget

Provide support and technical direction to his team and other financial analysts throughout Operations, including:

Coaching, mentoring, and goal setting for his team

Coaching and mentoring other financial analysts throughout Operations

Take on additional responsibilities, as required

## **REQUIREMENTS**

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**JOB TITLE:** Manager IT OT Cost and Budget

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

IT OT Cost and Budget Manager is responsible for developing and maintaining the IT OT financial management practices in alignment with Luma's financial management practices. This position is the focal point for all IT OT financial operations: annual budget management for operational and capital budgets, procurement of hardware and software, annual IT OT Services business planning, as well as general administrative support. The role will be responsible for leading and coordinating complex financial processes.

**JOB DESCRIPTION:**

Major Tasks, Responsibilities & Key Accountabilities:

Management of the annual IT OT budgeting process, both for G&A and the Capital Expenditures.

Works with all levels of IT OT Management Team to manage IT budget.

Monitors and tracks IT OT capital expenditure requests (CERs), including payroll cost capitalization and professional services spending capitalization for custom developed software.

Performs period-end close activities including the reviews of expense accrual.

Performs financial analysis, actuals (actual vs. plan).

Manages monthly forecasting processes and consolidates full-year spending outlook reports for various levels of IT Services management and corporate finance department.

Monitoring of G&A and CER spending versus Plan, including the reporting of budget performance to the IT OT management team.

Facilitates the creation and ongoing administration of the annual IT business plan.

Monitoring and reporting of all IT Key Performance Indicators (KPI's) as identified and managed by the IT OT Management Team in the IT OT Business Plan

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies, and procedures

Required to work additional hours as needed

Performs other duties as assigned

Managing all CAPEX and OPEX budgets for ITOT

Responsible to for ensuring compliance with all LTIP reporting

Overseeing all project level costing and monthly detailed assessments

Managing departmental coordination on cross departmental costs

**REQUIREMENTS**

Education: Bachelor's degree in Finance, Accounting or Business Administration

Experience:

3 - 5 years of relevant experience.

Licenses/Certifications:

Preferred

Certified Public Accountant (CPA)

TRAVEL REQUIREMENTS:

Travels: Yes

Percent of time: 20%

Overnight required: Yes

PHYSICAL DEMANDS:

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”]

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: Seldom

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 31-50 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

WORKING CONDITIONS:

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: n

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other: N/A

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**JOB TITLE:** UT, Data Entry Clerk

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Data Entry Clerk is responsible for identifying and fixing discrepancies in the system, as well as entering high volumes of data. Performs data entry for the Human Resources Department to assist in providing constant clear and effective communication. Assist in updating and maintaining specifications and entering all relevant data into web-based information systems.

**JOB DESCRIPTION:**

Maintains database by entering new and updated employee account information

Prepares source data for computer entry by compiling and sorting information

Establishes entry priorities

Processes employee account source documents by reviewing data for deficiencies

Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution

Enters employee account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format

Maintains data entry requirements by following data program techniques and procedures

Verifies entered employee account data by reviewing, correcting, deleting, or reentering data

Maintains operations by following policies and procedures and reporting needed changes

Maintains confidentiality of sensitive information

Performs other duties as assigned

Follow all policies and procedures

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

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**JOB TITLE:** Director of Engineering Services

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

The primary function of this role is to lead, coordinate data gathering, analysis and calculation of business performance index focusing on the Operation & Maintenance (O&M) and regulatory reporting requirements. The individual will be responsible for performing detailed analyses and studies in order to inform LUMA's performance to internal and external stakeholders in the following main areas: System operation, customer service, safety, renewable and energy storage system integration, energy efficiency and demand response. Perform analysis of deviations and root causes analysis of deviations respect to targets. The role includes broad engagement with internal stakeholders, organizations and most relevant data identification to evaluate and calculate performance indexes. Requires expertise in understanding utility business process, data analytical techniques, sensitivity analyses and reporting.

**JOB DESCRIPTION:**

Maintain and Enhance performance index development business process and opened to constant improvement; improve reliability of data analytics and reduce process timing by incorporating data analytic technics and tools

Understand utility business process (technical and customer centered) and utility IT systems to coordinate appropriate data gathering.

Experience in data outlier identification techniques for data cleansing process before processing them

Supervise the calculation of performance index as required by O&M and regulatory requirement across LUMA's functional areas.

Evaluate and approve the calculations of monthly (or as required) performance indexes evolution respect to targets.

Discuss with appropriate operating area to identify internalities and externalities impacting the index evolution

Maintains documentation on processes and ensure data, calculation and study result archiving.

Researches and proposes new data sources, methods, and analysis techniques and recommends improvements

Identifies causes for indexes errors outside the target range and develops solutions to improve accuracy

Clearly and transparently communicates drivers of performance indexes errors and reports variances  
Follows all policies and procedures.  
Other duties as assigned.  
Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### Education

Bachelor's degree in Math, Engineering, Economics, Commerce or Business, or another relevant field.

### Experience

7+ years related work experience in detailed, multi-variable analytical role.

A good understanding of the electric utility model, or other heavily regulated industries, previous experience working at a T&D utility an asset.

Demonstrated knowledge and understanding of regulatory principles, statistical analyses, data analyses and performance indices.

Organized and able to clearly communicate both verbally and in writing, to cross functional teams.

### License/Certifications

### Travel Requirements

### Physical Demands

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to.

### Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Engineering Records, Dist

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Engineering Records is responsible for the leadership and development of a Distribution Engineering records team in order to meet strategic deliverables and project targets. The role requires strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Maintain and enhance distribution engineering records and manages escalated issues

Develop, initiate process improvement, and changes to record standards

Ensure Distribution engineering records are accurate and up to date

Manage the engineering records process

Monitor consolidated business metrics to ensure targets are met and identify trends, issues

Monitor competency of staff by ensuring there is professional responsibility for all work

Optimize the use of resources across the group and liaise with the Engineering managers and supervisors to ensure operational and strategic targets can be met

Provide leadership and direction for new initiatives within the group

Develop and manage the strategic application of human resources within the Engineering Records team

Strong leadership skills and ability to coach professionals and field employees. Supervise the Engineering Records team, and is actively involved in performance management plans, coaching, and succession planning

Work with employees to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated

Provide to the organization visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment

Use strong interpersonal and relationship development skills to manage and maintain relationships with Supervising Engineers, Regional Managers and with peers within and external to LUMA Electric

Support long-range financial planning within the groups considering customer, community and employee growth expectations

Strong verbal and written communication skills with the ability to manage and resolve conflict

Technical knowledge in Utilities

Strong administrative skills

Working knowledge of Operations groups and the challenges they face day –to-day

Follow all policies and procedures

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Leadership Responsibilities

Supervise up to 10 employees

## Education

Preferred Education

Bachelor of Science Degree in Engineering

## Experience

Required Experience

Minimum three (3) years of experience in a Utility environment applying sound judgment in decision-making

Preferred Experience

Previous experience working in Records Management

## Licenses/Certifications

Valid driver's license

## Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: Yes

## Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 31- 50 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

## Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - Seldom

Exposed to toxic or caustic chemicals - Seldom

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - Seldom

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Groundman, Overhead

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Typically perform tasks which are manual in nature and which do not require previous training and experience. Duties vary depending on area of hire but may involve activities such as cleaning, the use of simple tools or general administration work. Instructions are received verbally from a supervisor or employees of a hirer level. jobs are checked in progress and upon completion to ensure that all duties are completed within company specifications and best practices. This position will have limited exposure to hazardous conditions and will not be classified as a safety sensitive position. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts. This position is with IBEW Local Union 222. If you accept an offer of employment, you will be required to affiliate with the Union.

**JOB DESCRIPTION:**

Learn and obtain basic knowledge of the Power Lineworker trade

Assisting lineworkers with Overhead and Underground construction, maintenance and operation of the T&D system

Learn the basics of Special Equipment Operators, Equipment Operator and other operators of equipment by assisting them with setup/take down of the equipment, loading and unloading of material, spotting and various rigging

Assist lineworkers with manual laborer and other non-skilled tasks such as; shoveling, lifting, assembling, etc.

Provide traffic accommodations on highways and roads (Flagman)

Operations of forklifts and skid steers

Good interpersonal skills, and team focus coupled with the ability to follow instruction and procedures

The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process

Follow all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- High School Diploma or equivalent (GED)

Experience

- 0-1 year of related experience - Class 8 License.

#### License/Certifications

- Valid driver license - First Aid - Primeros Auxilios - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager of Underground System, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the management of all coordination of LUMA Underground Line Operations, Maintenance and Construction activities across Puerto Rico. The Manager oversees all underground teams and underground project maintenance and construction for the company. The Manager is responsible to provide leadership, guidance and direction to all underground activities to ensure LUMA delivers superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects (KPIs) using of internal and external resources.

**JOB DESCRIPTION:**

Leads the transformation of Puerto Rico's T&D Underground System to a safe and reliable electrical system that meets industry best practice standards and operations.

Manages all safe underground high voltage; trouble shooting, repairs and construction, develops and implements processes, initiates operational changes and adjustments as required to meet business goals.

Lead direct and indirect reports through execution of strategic plans, following the overall direction of Management and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working conducts regularly, on-going team meetings with the underground team to create an environment of open and effective communications across the operational area.

Provides guidance and direction into underground design and construction standards, material specifications and operability standards to Utility Transformation.

Provides guidance and direction into underground asset management strategies and planned programs

Develops a contracting strategy designed to build contractors capacity and a high-level safety and efficiency with these vendors while still building internal underground team skill set.

Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.

Monitors and manages overall financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations.

Monitors to ensure that resources are shared across operational areas to optimize our effectiveness in meeting customer expectations while prudently managing resources.

Assists Management with the evaluation of capital expenditures and job costs and shares ideas regarding areas of savings and efficiencies.

Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.

Communicate and cooperate with all internal divisions such as Human Resources and Safety and Training of job details and requirements.

Other duties as assigned. Perform major storm restoration work and associated drills as assigned. Follow all policies and procedures.

## REQUIREMENTS

### Education

Will consider a combination of education and experience from the following disciplines: Technologist Diploma or a Journeyman Power Lineworker or Professional Engineer.

### Experience

10+ years' of experience leading team operating, maintaining and constructing electrical underground utility systems.

### License/Certifications

Valid driver's license

Technologist Diploma or a Journeyman Power Lineworker Certification Professional Engineer

Preferred Education: Project Management would be considered an asset

### Travel Requirements

20%

### Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected

Hearing: Receive detailed information if spoken to

### Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: Constantly

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Director, Candidate & Employee Experience

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Candidate & Employee Experience is responsible for designing and implementing a comprehensive function within the Human Resources department that ensures a robust talent pool is ready to meet the company's aggressive growth objectives. The broad range of talent processes include Performance Management, Diversity & Inclusion, Organizational Effectiveness, Learning & Development, Onboarding, Talent Acquisition, among other processes.

**JOB DESCRIPTION:**

Leads the cycle of corporate talent processes, including performance management and succession planning.

Leads global high potential leadership identification, assessment and development practices.

Benchmarks and establishes world class development strategies, e.g., rotational assignments, action-learning projects, career development tools, etc.

Oversees the design and delivery of comprehensive management development, leadership development and other programs.

Sources, negotiates, manages, and evaluates partnerships with global talent development service providers.

Develops metrics and tracking mechanisms to optimize the impact of talent and development programs on business results.

Oversees coaching and mentoring programs.

Leads diversity and inclusion programs throughout the organization.

Manages talent acquisition strategy and tactics.

Foster partnerships across functions and business units to drive strategic and transformational change, ensuring every employee has a frictionless employee experience.

Demonstrate acute focus on employee lifecycle projects and events to optimize the employee experience.

Drive initiatives that anchor employees to LUMA's Culture & Values, creating a seamless and enhanced employee experience, and cultivate inclusion and equity at LUMA.

Lead strategic, integrated communications plans for all Employee Experience programs including but not limited to DE&I initiatives, Employee engagement programs, department communications, etc.

Strong business acumen with solid negotiating, organizational, project management, contract administration and business writing skills.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Performs other duties as assigned.

**REQUIREMENTS**

**REQUIRED EDUCATION**

Bachelor's degree (BS/BA) in Human Resources, Business Administration, Organizational Development or equivalent experience.

#### PREFERRED EDUCATION

MBA or MS

A combination of education and experience will be considered.

#### REQUIRED EXPERIENCE

10-15 years' experience in an HR capacity, ideally within the talent development space.

Professional working proficiency or higher in English (written and verbal).

#### LICENSES / CERTIFICATIONS

Required Licenses / Certifications

Valid driver's license.

Preferred Licenses / Certifications

HR Certification preferred or equivalent in experience.

#### TRAVEL REQUIREMENTS:

Travels: Yes

Percent of Time: 25%

#### PHYSICAL DEMANDS:

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position: Frequently

Pushing/ Pulling/ Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Frequently

Bend: Frequently

Lift/ Carry over: 10-30 LBS

Vision: 20/20 Corrected

Hearing: Receive detailed information if spoken to

#### WORKING CONDITIONS:

Wet or humid: Seldom  
Working near or on moving mechanical parts: N/A  
Working near or on heavy machinery: N/A  
Working in high places: N/A  
Exposed to fumes or airborne particles: N/A  
Exposed to toxic or caustic chemicals: N/A  
Frequency of working in outdoor weather conditions: Seldom  
Work with electricity: N/A  
Work with explosives: N/A  
Work on or near a source of radiation: N/A  
Loud Noise conditions (above 87 db): N/A  
Other environmental factors including weather conditions: N/A  
Other: N/A

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**JOB TITLE:** Sourcing Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Strategic Sourcing, this position is responsible to act as the organization's point of contact for complex or high-risk contracting through the development of proactive sourcing strategies for goods and services. The Sourcing Specialist uses strategic sourcing and category management principles, tools, and techniques to align corporate goals, business plans, and internal customer objectives to leverage the organization's total spend and vendor relations to procure best value for the organization.

**JOB DESCRIPTION:**

Lead vendor and spend leveraging opportunities by seeking input from cross functional stakeholders as to their respective requirements to ensure those requirements are included in the overall sourcing strategies and plans.

Present plans to departmental and organizational management for approval and action.

Track and analyze major spend categories and develop / document sourcing strategies and plans.

Develop and maintain category spend profiles / intelligence, internal and external stakeholder registers, and vendor risk assessments.

Support new and current vendor development (suppliers and contractors) as the organization enters into new product lines, markets and services.

Segment preferred vendors to develop strategic partnerships.

Identify improvements and innovations with vendors that will advance the organization's business initiatives.

Develop and implements appropriate performance scorecards or service level agreements, as required.

Possess excellent computer skills in Excel, Word and data analysis, as well as experience with ERP and File Sharing technology.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned.

Must be fluid in English, both written and oral, accompanied by basic math skills.

Competent and knowledgeable with programs and applications such as Word / Excel / PowerPoint / Visio / Google Docs / SharePoint.

Ability to stay organized, have great attention to detail, be professional, articulate and patient.

Should be able to implement new systems into the department.

Able to work independently with little supervision, while also managing time effectively to meet deadlines.

Strong team player with a can do approach.

Ability to work with diverse groups at various levels in an organization.

Flexible and adaptable; able to work in ambiguous situations.

High level of customer service skills.

Requires excellent oral and written communication skills, interpersonal skills and computer literacy.

## **REQUIREMENTS**

### **REQUIRED EDUCATION**

Undergraduate degree in Business, Finance, Law, Engineering, or equivalent

PREFERRED EDUCATION – N/A

### **REQUIRED EXPERIENCE**

Minimum of 5 years of working in procurement and / or contract management operations for energy or manufacturing related Industries required. Experience with Electric Utility operations and / or large, complex organizations is highly desirable.

### **LICENSES / CERTIFICATIONS**

Professional designation from a nationally recognized professional institute or association (e.g. Supply Chain Management Professional (SCMP), Certified in Production and Inventory Management (CPIM)).

### **TRAVEL REQUIREMENTS:**

Travels: Yes

Percent of time: 20%

Overnight required: Yes

### **PHYSICAL DEMANDS:**

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - Less than 5 LBS

Vision - 20/20 corrected vision

Hearing - Receive detailed information if spoken to

### **WORKING CONDITIONS:**

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_\_\_\_N/A\_\_\_\_\_

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**JOB TITLE:** Process Lead, Labor Allocation

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, PMO, this is a lead position, provide supervision, administration, coordination and accountable to lead the Project Processes and Implementation team in providing LUMA with the development and improvement of projects processes for the delivery of transmission and distribution projects. This position is also accountable to lead the implementation of project management methodologies from the PMO into LUMA departments and to ensure that the appropriate guidelines, policies and practices are in place and being utilized on projects.

**JOB DESCRIPTION:**

Lead the evaluation of current processes and provide recommendations and direct the implementation of enhancements where required

Responsible for the administration, management and maintenance of standard forms, aids, procedures, and best practices

Complete evaluations of standard forms, aids, procedures and best practices to consider their effectiveness

Assist in evaluation and selection of technologies/tools pertaining to delivery of projects and workflow management

Responsible for the monitoring and compliance to processes/procedures to ensure productivity, work quality, schedule, customer feedback, and cost performance of projects

Responsible for the implementation, training and rollout of project processes and procedures

Continually looking for process, tools, forms, templates improvements and providing alternatives for short and long term solutions, including recommendations. Once approved, manage and direct their implementation

Actively engages with other departments to determine their data / analytics needs

This role requires an in-depth knowledge and experience of LUMA and LUMA PMO project processes and uses best practices and knowledge of internal and external business issues to improve services

Good understanding of regulatory and non-regulatory environment

Process development and business process improvement experience

Perform other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

Undergraduate Degree in:



Engineering, Commerce, Economics or Business Project Management training/certification (i.e. PMP) or equivalent relevant experience is considered an asset

#### Experience

Minimum 8 years Project Management experience in a utility or EPC environment

Experience as a supervisor and/or leader

Experience with Six Sigma or Lean methodologies would be considered an asset

Experience working within a Project Management Office would be considered an asset

Experience with agile project management would be considered an asset

Experience with training development and delivery would be considered an asset

Experienced change champion, credible, change agent, salesman

#### License and Certifications

Valid Driver's License

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**JOB TITLE:** Asset Strategy & Analytics Manager

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Asset Strategy & Analytics, this position is responsible for the leadership and development of the Asset Strategy & Analytics team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Lead the development of asset management policies, standards and best practices for various asset classes

Responsible for long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations

Manage the development and implementation of prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning

Lead the development (scope and business justifications), prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs. This includes developing asset renewal plans, annual maintenance program plans, prioritization of O&M deficiencies and supporting other key works (e.g. capacity increase, system improvement, grid reliability & resiliency, etc.)

Manage the development and implementation of various asset strategies/initiatives:

Maintenance strategies, such as maintenance routines, sparing strategies, life cycle studies and contingency plans

Maintenance compliance program to meet legislative/regulatory requirements

Asset-related environmental initiatives, such as avian protection, PCB and SF6 management and spill/leak mitigation

Assist in managing corporate risks by developing priorities and financial planning for future O&M and Capital Maintenance Programs

Lead or participate in new applications development, including functional requirements, equipment specifications and implementation program development, such as online monitoring and predictive maintenance

Participate in project scope development and design reviews

Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making

Lead benchmarking studies to identify areas for improvement in the organization

Provide input and context to annual business plans and regulatory submissions based on optimized and prioritized short and long-term asset plans, aligned with the business objectives that drive all asset-related Capital and O&M work, budgets and resources

Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met  
Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated  
Monitor consolidated business metrics to ensure targets are met and identify trends, issues  
Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans  
Ensure appropriate competency and training for staff  
Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment  
Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA  
Proven leadership skills & ability to nurture/coach professionals & field employees  
Technical knowledge in power flow as well as line and equipment (design, constructability and applications)  
Strong understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis  
and associated Electrical & Utility codes  
Strong business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Proven ability to manage and resolve conflict  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Bachelor of Science Degree in Engineering

Preferred: Degree in Electrical Engineering

### **Experience**

Minimum eight (8) years of experience in a Utility Environment

Preferred: Previous experience working in Transmission, Substation, and/or Distribution

### **License Certification**

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

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**JOB TITLE:** Engineer, Information App

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead Engineer, Information Applications, this position is responsible creating specialized tools and reports, integrating Asset Information Systems with other information and communication systems in the organization and for the development and maturation of Asset Information Systems. The role will require strong knowledge of information systems and technology, strong programming skills, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Lead the development of Asset Information analysis tools
- Develop and implement roadmap for the development of top tier asset information systems
- Assist in developing business cases for required enhancements
- Coordinate integration of asset information with geospatial information and other information systems in the organization
- Develop, implement and improve standards for transferring data into Asset Information System
- Develop, implement and improve standards for Asset Information Systems
- Provide support to project teams with specialized information requirements
- Development of specialized reporting for user groups
- Working knowledge of electrical systems and utility operations
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Strong knowledge of LUMA's current asset information technology.
- Strong knowledge of Databases and Data Management Systems
- Strong knowledge of data analytics and business intelligence tools
- Strong knowledge of asset information technology trends.
- Strong programming skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering or Computer Science

Experience

3+ years' experience with information systems and technology

3+ years' experience with working in an electric utility .Experience in a design or operations role at an electric utility

LicenseN/A

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**JOB TITLE:** Technology Enablement Lead, PMO

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Section Manager, PMO, this is a leadership position that provides supervision, administration, coordination, and accountability to lead PMO digital solutions for the Capital Programs department. This role is responsible for effectively designing and implementing software applications, tools, and infrastructure technologies on any PMO-produced processes, standards, and artifacts to ensure the organization can improve delivery capabilities by enabling operational effectiveness.

**JOB DESCRIPTION:**

Lead the creation and implementation of strategies and plans to achieve better delivery through the enablement/enhancement of process and technology.

Responsible for the evaluation of current processes and provide recommendations and direct the implementation of digital enhancements where required.

Assist in evaluation and selection of technologies/tools pertaining to delivery of projects and workflow management.

Overseeing applications and tools configuration, testing, and overall quality of related deliverables and documentation delivered by the service provider.

Promote the use and adoption of PMO systems within the business through support, change management techniques, and user training and education.

Provide expertise and knowledge to the PMO regarding IT application support and administration best practices, update existing processes and documentation to meet best practices where applicable.

Support the successful execution of the PMO software projects by actively participating in the development, improvement, and execution of project management documents and processes, including (but not limited to) change management processes, project status reporting, action/issues/deficiency logs, scope development/scope monitoring/scope freezing exercises, project schedule updates, budget reporting, and management, etc.

Interface with IT vendors to communicate LUMA's functional requirements and ensure that the vendor's plans for implementation in the system meet LUMA's requirements.

Participate in IT change management processes to make improvements, fix bugs/issues, resolve incidents, and track and implement enhancements to the system.

Proactively building a solid working relationship with the IT service providers.

Responsible for identifying the functional requirements and implementation of a Project Management software tools.

Stay on top of best practices and, when appropriate, implement these best practices at LUMA.

Responsible for maintaining the PMO's software tools in LUMA and interfacing with users and the service provider.

**REQUIREMENTS**

## Education and Experience

### Required Education and Experience

A diploma or Bachelor's Degree in Information Technology (IT), Computer Engineering or Business Administration is required.

Project Management training/certification (i.e., PMP) and/or Lean Six Sigma training/certification or equivalent relevant experience is considered an asset.

Minimum of 5 years of related work experience, including large IT implementation project experience with demonstrated ability to execute from the requirements-gathering phase through deployment.

Strong organizational, critical thinking, and planning skills.

Excellent communication and consulting skills to assist in building strong relationships with business users, team members, and service providers.

Experience with enterprise project management (EPM) software is an asset.

Experience with document control system (DCS) software is an asset.

Proficiency in Microsoft Office software and Office 365 cloud applications (MS Azure, SharePoint, Power BI, Word, Excel, PowerPoint, OneNote, Outlook, Teams, Flow, Visio, and Forms) is required.

Experience with MS Project, Primavera Unifier, P6 and Analytics, and/or iGrafx is an asset.

Experience identifying, developing and implementing business and IT processes is an asset.

Experience working in an electric utility, including understanding the regulatory environment and process, is considered an asset.

### Travel Requirements

Travels: N/A - Office based

Percent of Time: Up to 10%

Overnight Required: No

### Physical Demands

Stationary Position: Constantly

Climb: N/A

Kneel: Seldom

Grab: Yes

Bend: Seldom

Lift/Carry Over: < 5 lbs.

Vision: 20/20 Corrected

Hearing: Yes

### Working Conditions

Wet or Humid: N/A

Working Near/On Moving Mechanical Parts: N/A

Working On/Near Heavy Machinery: N/A

Working in High Places: N/A

Exposed to Fumes/Airborne Particles: N/A



Exposed to Toxic or Caustic Chemicals: N/A

Outdoor Weather Conditions: N/A

Work with Electricity: N/A

Work with Explosives: N/A

Risk of Radiation: N/A

Noise Conditions: N/A

Other Environmental Conditions Include: N/A

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**JOB TITLE:** Project Coordinator

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

## **POSITION OVERVIEW:**

Reporting to the Project Manager, the Project Coordinator, is critical in supporting the project manager in overall project planning, organizing, management, coordination and administration of all projects work for utility level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible to support the Project Manager for the effective planning and delivery of all phases of project.

## **JOB DESCRIPTION:**

Job Description

Job Description

Safety Oriented ensuring safe work and safety of everyone.

Apply Project Learning's, as well as monitor and collect external information on construction management, best practices and technologies creating a library of knowledge to be applied in opportunities that arise

Attend meetings and working collaboratively on access route / site planning, selection, identifying landowner and land acquisition issues, and providing regular updates Ensure, evaluate and monitor the "quality" process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

Assist the PM to manage and monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address. Monitor the construction of all projects for schedule changes and track progress daily identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address. Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract. Review and approve Contractor procedures for adherence to established safe practices. Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Support Project Manager oversight to ensure that Project Management Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

## **REQUIREMENTS**

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**JOB TITLE:** Director, Corporate Security

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director Security leads the security program across the Organization. This individual direction and has accountabilities and responsibilities for planning, implementing and evolving the Security & Risk Management Program established. This individual responsible for overseeing the audit and assurance of the Organization's security resilience organization. This individual will also act as a liaison and facilitate communication of the security Risk Management Program to business stakeholders and executive sponsors, implementation of policies, standards, and procedures, to LUMA's Security and Risk Management program.

**JOB DESCRIPTION:**

Identify any potential issues and risk associated with specific development activities

**REQUIREMENTS**

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**JOB TITLE:** Specialist, System Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Lead of System Operations Principle Oversight, the SOP Analyst will have responsibility and accountability for the tasks associated with the execution of the System Operations Principles (SOP)

This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but occasionally outside entities, as an individual or as a coordinated team, to ensure that necessary services is provided to those user groups while simultaneously supporting the safe operating and performance obligations of the Generation organization.

Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the detailed analysis needed to support the execution of the SOP work plan via detailed analytics using commercially specific software, drafting procedures, work processes and developing budgets and executive level presentations and whitepapers for the SOP Lead, while also supporting the PPOA, RPO, SSD groups within Generation along with other outside stakeholder such as Engineering and contractors. As the SOP analyst, additional responsibilities include supporting the Generation and Regulatory organizations to drive continuousness improvement while balancing the needs and obligations of the SOP department.

**JOB DESCRIPTION:**

Have responsibility and accountability to support the work activities of:

Oversight of Genco and other 3rd party PPOA'S compliance with SOP and potential SOP update

Periodic wholesales market monitoring, and report to PPEB

Evolution of wholesales product pricing and penalty enforcement under SOP

Ability to communicate clearly and effectively both orally and in writing.

Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies and the general public.

Support staff levels or utilization of temporary or contract resources to manage resources available to team.

Support the annual budget or business plan with respect to costs of executing required work

Support new staff or approval for obtaining contract or temporary resources.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor's degree in engineering, business management, finance or related subject

Experience

Five (5) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operation; or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

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**JOB TITLE:** Executive Advisor, Engineering and Asset Management

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Provides high level administrative support for SVP of Engineering and Asset Management, requiring discretion, confidentiality, a good understanding of technical and business vocabulary, and a detailed knowledge of the organization's operations, procedures, and people.

**JOB DESCRIPTION:**

Handles a wide variety of complex and confidential situations and resolves conflicts involving the clerical and administrative function of the office.

Responsible for confidential and time sensitive material and weekly, monthly reports. Maintains the security of the executive's records and files.

Prepares routine and advanced correspondence including letters, memoranda and reports.

Manages the SVP schedules. Makes travel arrangements to make best use of SVP time.

Gathers, compiles, verifies, and analyzes information for the executive's use in documents such as memos, letters, reports, speeches, presentations, and news releases.

Monitors, reviews, and approves standard expenditures and timecards to ensure the activities of the office are conducted within established budgets.

Facilitates smooth communications between the executive and coworkers and between the executive and external parties such as media, customers, and the public.

Performs tasks using independent judgment and discretion, e.g., preparing documents and presentation materials; screening and responding to incoming correspondence, inquiries, and phone calls; drafting letters and official information releases; arranging and attending meetings; taking and distributing minutes.

Adheres to internal standards, policies and procedures.

Manage Corporate Travel Program.

Facilitate and Assist planning for Company Hosted Meetings.

Performs other job-related duties as assigned.

Performs major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Perform other duties as assigned.

**REQUIREMENTS**

Education

Required:

Associate's degree in Office Management Systems or related area.

Preferred:

Bachelor's degree in office's management systems, Business Administration or related area.

Experience

Required:

> 3 Years

Preferred:

> 10 Years

Travel Requirements

Travel: Yes

Percentage of time: 10%

Requires overnight: N/A

Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Sr Warehouse Operator, Palo Seco Dist, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities.

Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts

Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems.

Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job

Operate required warehouse equipment in performing the functions of the job and perform equipment safety review.

Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately

Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills

Ability to work quickly and efficiently while demonstrating solid organizational and time management skills

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma or G.E.D.

## Experience

Proficient math skills in unit of measurement and multiplication, division, addition, subtraction

3+ years previous warehouse experience

Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, JD Edwards, Asset Suite, etc.)

## License or Certifications

Valid Driver's License

Explosives permit would be an asset

Transportation of Dangerous Goods Training

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**JOB TITLE:** Director, Risk Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and assigning appropriate resources in delivery of all phases of project.

**JOB DESCRIPTION:**

Follow all policies and procedures

**REQUIREMENTS**

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**JOB TITLE:** T&S and Dist EIT

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Transmission Engineering or distribution, this position is responsible for coordinating and performing engineering activities related to Transmission and substation Lines and Distribution. This position is an engineer apprentice. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute transmission or distribution projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate transmission line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve transmission/distribution single line diagrams and design drawings  
Develop, support and improve transmission/distribution equipment specifications  
Participate in procurement of transmission equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the T&S and Distribution management, Project Manager and project team  
Assist the Supervisor, Transmission/Distribution Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Transmission Engineer)

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering

Experience

Technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications.

Proven experience applying sound judgment to make decisions

Strong interpersonal and relationship development skills

Strong verbal and written communication skills

Ability to effectively interact with internal and external customers

Excellent team player and ability to prioritize assignments to meet commitments

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion

Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope

Human resources skills to mentor more junior engineers and designers

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget

License / Certification

N/A

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**JOB TITLE:** Engineer, Substation Standards and Specifications

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering Standards, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute substation projects within scope, schedule and cost.

Review functional specifications for completeness and consider practical limitations of project scope.

Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document.

Coordination of design activities as a member of a multi-disciplinary team of engineers.

Lead and support capital projects.

Develop, review and authenticate substation line designs.

Work planning, coordination, and cost estimating.

Develop, support and improve substation single line diagrams and design drawings.

Develop, support and improve substation equipment specifications.

Participate in procurement of substation equipment.

Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned.

Provide construction support with the disciplines for construction issues to ensure timely and accurate response.

Follow, develop and improve engineering processes and standards.

Participate and lead design initiatives, including presentations to the engineering group and senior management.

Various reporting to the T&S management, Project Manager and project team.

Assist the Supervisor, Substation Engineering in managing engineering contractors.

Act as Owners Engineer on contracted projects.

Provide technical support to field organizations.

Any and all duties below this classification (Associate Substation Engineer).

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Ability to effectively interact with internal and external customers.

Excellent team player and ability to prioritize assignments to meet commitments.

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.

Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.

Human resources skills to mentor more junior engineers and designers.

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications.

Business knowledge in the utility & regulated environment.

Working knowledge of our Operations groups & the challenges they face day to day.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Advisor, Engineering T&S Design Mgmt  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Transmission Engineering, this position is responsible for coordinating and performing engineering activities related to Transmission Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute transmission projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate transmission line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve transmission single line diagrams and design drawings  
Develop, support and improve transmission equipment specifications  
Participate in procurement of transmission equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the T&S management, Project Manager and project team  
Assist the Director, Transmission Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Transmission Engineer)  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Transmission Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Transmission Engineering, this position is responsible for coordinating and performing engineering activities related to Transmission Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute transmission projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate transmission line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve transmission single line diagrams and design drawings  
Develop, support and improve transmission equipment specifications  
Participate in procurement of transmission equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the T&S management, Project Manager and project team  
Assist the Supervisor, Transmission Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Transmission Engineer)  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Bachelor of Science Degree in Engineering

Preferred: Bachelor of Science Degree in Electrical Engineering

### **Experience**

Minimum five (5) years of experience in a Utility Environment

Proven experience applying sound judgment to make decisions

Preferred: Previous experience working in Transmission

### **License / Certification**

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

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**JOB TITLE:** Standards Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering Standards, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute substation projects within scope, schedule and cost.

Review functional specifications for completeness and consider practical limitations of project scope.

Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document.

Coordination of design activities as a member of a multi-disciplinary team of engineers.

Lead and support capital projects.

Develop, review and authenticate substation line designs.

Work planning, coordination, and cost estimating.

Develop, support and improve substation single line diagrams and design drawings.

Develop, support and improve substation equipment specifications.

Participate in procurement of substation equipment.

Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned.

Provide construction support with the disciplines for construction issues to ensure timely and accurate response.

Follow, develop and improve engineering processes and standards.

Participate and lead design initiatives, including presentations to the engineering group and senior management.

Various reporting to the T&S management, Project Manager and project team.

Assist the Supervisor, Substation Engineering in managing engineering contractors.

Act as Owners Engineer on contracted projects.

Provide technical support to field organizations.

Any and all duties below this classification (Associate Substation Engineer).

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Ability to effectively interact with internal and external customers.

Excellent team player and ability to prioritize assignments to meet commitments.

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.

Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.

Human resources skills to mentor more junior engineers and designers.

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications.

Business knowledge in the utility & regulated environment.

Working knowledge of our Operations groups & the challenges they face day to day.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

Required Education:

Bachelor of Science Degree in Engineering.

Preferred Education:

Bachelor of Science Degree in Electrical Engineering.

### **Experience**

Required Experience:

Minimum five (5) years of experience in a Utility Environment.

Proven experience applying sound judgment to make decisions.

Preferred Experience:

Previous experience working in Substation.

### **Licenses/Certifications**

Required Licenses/Certifications:

Professional Engineer or Professional Licensee designation.

### **Travel Requirements**

Travels: Yes.

Percent of time: 30%.

Overnight required: Yes.

### **Physical Demands**

Stationary Position - Frequently.

Pushing/Pulling/Reaching - Seldom.

Climb - Seldom.

Kneel - Seldom.

Grab - Seldom.

Bend - Seldom..

Lift/carry over - 31- 50 LBS.

Vision - Vision acuity to operate vehicle.

Hearing - Receive detailed information if spoken to.

Working Conditions

Wet or Humid - Seldom.

Working near or on moving mechanical parts - Seldom.

Working near or on heavy machinery - Seldom.

Working in high places - Seldom.

Exposed to fumes or airborne particles - Seldom.

Exposed to toxic or caustic chemicals - Seldom.

Frequency of working in outdoor weather conditions - Seldom.

Work with Electricity - Seldom.

Work with explosives - N/A.

Work on or near a source of radiation - N/A.

Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Sr Engineer, Substation Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute substation projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate substation line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve substation single line diagrams and design drawings  
Develop, support and improve substation equipment specifications  
Participate in procurement of substation equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the T&S management, Project Manager and project team  
Assist the Supervisor, Substation Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Substation Engineer)  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers



Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications

Business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

- Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

Leadership Responsibilities

N/A

Education

Bachelor of Science Degree in Engineering

Preferred Education: Bachelor of Science Degree in Electrical Engineering

Experience

Minimum five (5) years of experience in a Utility Environment

Proven experience applying sound judgment to make decisions

Preferred Experience: Previous experience working in Substation

Licenses/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

Travel Requirements

Travels: Yes

Percent of time: 30%

Overnight required: Yes

Physical Demands

Stationary Position -Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 31- 50 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Document

Wet or Humid - Seldom  
Working near or on moving mechanical parts - Seldom  
Working near or on heavy machinery - Seldom  
Working in high places - Seldom  
Exposed to fumes or airborne particles - Seldom  
Exposed to toxic or caustic chemicals - Seldom  
Frequency of working in outdoor weather conditions - Seldom  
Work with Electricity - Seldom  
Work with explosives - N/A  
Work on or near a source of radiation - N/A  
Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Substation Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute substation projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate substation line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve substation single line diagrams and design drawings  
Develop, support and improve substation equipment specifications  
Participate in procurement of substation equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the T&S management, Project Manager and project team  
Assist the Supervisor, Substation Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Substation Engineer)  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications

Business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

- Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Engineer, Distribution

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute distribution projects within scope, schedule and cost.

Review functional specifications for completeness and consider practical limitations of project scope.

Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document.

Coordination of design activities as a member of a multi-disciplinary team of engineers.

Lead and support capital projects.

Develop, review and authenticate distribution line designs.

Work planning, coordination, and cost estimating.

Develop, support and improve distribution single line diagrams and design drawings.

Develop, support and improve distribution equipment specifications.

Participate in procurement of distribution equipment.

Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned.

Provide construction support with the disciplines for construction issues to ensure timely and accurate response.

Follow, develop and improve engineering processes and standards.

Participate and lead design initiatives, including presentations to the engineering group and senior management.

Various reporting to the Distribution management, Project Manager and project team.

Assist the Supervisor, Distribution Engineering in managing engineering contractors.

Act as Owners Engineer on contracted projects.

Provide technical support to field organizations.

Any and all duties below this classification (Associate Distribution Engineer).

Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications.

Business knowledge in the utility & regulated environment.

Working knowledge of our Operations groups & the challenges they face day to day.

Proven experience applying sound judgment to make decisions.

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Ability to effectively interact with internal and external customers.

Excellent team player and ability to prioritize assignments to meet commitments.

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.  
Human resources skills to mentor more junior engineers and designers.  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.  
Follows all policies and procedures.  
Other duties as assigned.  
Perform major storm restoration work and associated drills as assigned.  
Follows all policies and procedures.  
Other duties as assigned.  
Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

Required: Bachelor of Science Degree in Engineering.

Preferred: Bachelor of Science Degree in Electrical Engineering.

### **Experience**

Preferred:

Experience in a Utility Environment.

Previous experience working in Distribution.

### **License/Certifications**

Required: Professional Engineer or Professional Licensee designation.

Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

### **Travel Requirements**

Travels: Yes.

Percent of time:30%.

Overnight required: Yes.

### **Physical Demands**

Stationary Position -Frequently.

Pushing/Pulling/Reaching - Seldom.

Climb - Seldom. - Kneel - Seldom.

Grab - Seldom.

Bend - Seldom.

Lift/carry over - 31- 50 LBS.

Vision - Vision acuity to operate vehicle.

Hearing - Receive detailed information if spoken to.

### **Working Conditions**

Wet or Humid - Seldom.

Working near or on moving mechanical parts - Seldom.  
Working near or on heavy machinery - Seldom.  
Working in high places - Seldom.  
Exposed to fumes or airborne particles - Seldom.  
Exposed to toxic or caustic chemicals - Seldom.  
Frequency of working in outdoor weather conditions - Seldom.  
Work with Electricity - Seldom.  
Work with explosives - N/A.  
Work on or near a source of radiation - N/A.  
Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Reliability, Dist Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervising Engineer Reliability Ops Distribution, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute distribution projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate distribution line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve distribution single line diagrams and design drawings  
Develop, support and improve distribution equipment specifications  
Participate in procurement of distribution equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the Distribution management, Project Manager and project team  
Assist the Supervisor, Distribution Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Distribution Engineer)  
Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications.  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments



Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Engineer, Distribution Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute distribution projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate distribution line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve distribution single line diagrams and design drawings  
Develop, support and improve distribution equipment specifications  
Participate in procurement of distribution equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the Distribution management, Project Manager and project team  
Assist the Supervisor, Distribution Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Distribution Engineer)  
Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications.  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Engineer, Transmission Standards

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Sector Manager, Standards, this position is responsible for coordinating and performing engineering activities related to Transmission Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Execute distribution projects within scope, schedule and cost  
Review functional specifications for completeness and consider practical limitations of project scope  
Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document  
Coordination of design activities as a member of a multi-disciplinary team of engineers  
Lead and support capital projects  
Develop, review and authenticate distribution line designs  
Work planning, coordination, and cost estimating  
Develop, support and improve distribution single line diagrams and design drawings  
Develop, support and improve distribution equipment specifications  
Participate in procurement of distribution equipment  
Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned  
Provide construction support with the disciplines for construction issues to ensure timely and accurate response  
Follow, develop and improve engineering processes and standards  
Participate and lead design initiatives, including presentations to the engineering group and senior management  
Various reporting to the Distribution management, Project Manager and project team  
Assist the Supervisor, Distribution Engineering in managing engineering contractors  
Act as Owners Engineer on contracted projects  
Provide technical support to field organizations  
Any and all duties below this classification (Associate Distribution Engineer)  
Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications.  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Protection and Control Supervisor

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervising Engineer Protection and Control is responsible for coordinating and performing engineering activities related to Substation Automation Asset Management. The role requires well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Evaluate resource plan, new development/project requirements and define the framework for the Substation Automation system architecture to comply with those requirements

Perform and evaluate Substation Automation planning studies, pilot tests, process and procedures

Develop and provide conceptual and detailed design guidelines and best practices for new Substation Automation (SA) technologies to facilitate the maintenance and reduce the costs associated with asset inventory and support

Work planning, coordination, and cost estimating

Define Asset replacement strategy based on aging technologies and new requirements

Define Cyber Security compliance framework for the Automation infrastructure

Development or implementation of a Historian System and other specialized utility applications to support the corporate asset strategy

Evaluate, test and incorporate new SCADA/Automation technologies to help the optimization of the Power Grid operation and resiliency

Develop, support and improve Substation Automation equipment specifications

Participate in the procurement of Substation Automation equipment for new technology implementation

Participate in design reviews, close gaps and deal with issues from lessons learned

Define maintenance and support requirements. In conjunction with Ops and Maintenance teams, develop and roll-out maintenance programs

Participate in new Substation Automation design initiatives, including presentations to the engineering group and senior management

Evaluate, test and incorporate new SCADA/Automation asset management technologies to help the optimization of the Power Grid operation and resiliency

Define performance metrics and monitoring requirements. Monitor the performance of the Substation Automation system. Create and execute continuous improvement plans.

Provide technical support to field organizations

Strong technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications

Strong business knowledge in the utility and regulated environment and working knowledge of our Operations groups and the challenges they face day-to-day

Excellent project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget. Ability to prioritize assignments to meet commitments

Strong verbal and written communication skills

Excellent team player, with strong interpersonal and relationship building skills with the ability to effectively interact with internal and external customers

Strong problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope

Perform any and all duties below this classification (Substation Automation Engineer)

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

## **REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering

Preferred:

Bachelor of Science Degree in Electrical or Electronics Engineering

Experience

Minimum seven (7) years of experience in a Utility Environment

Experience applying sound judgment to make decisions

Experience mentoring junior engineers and designers

Previous experience working in Transmission related environment

License/Certifications

Professional Engineer or Professional Licensee designation

Valid driver's license

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**JOB TITLE:** Sr Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Engineer is responsible for coordinating and performing engineering activities related to Substation Automation Asset Management. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Evaluate resource plan, new development/project requirements and define the framework for the Substation Automation system architecture to comply with those requirements

Perform and evaluate Substation Automation planning studies, pilot tests, process and procedures

Develop and provide conceptual and detailed design guidelines and best practices for new Substation Automation (SA) technologies to facilitate the maintenance and reduce the costs associated with asset inventory and support

Work planning, coordination, and cost estimating

Define Asset replacement strategy based on aging technologies and new requirements

Define Cyber Security compliance framework for the Automation infrastructure

Development or implementation of a Historian System and other specialized utility applications to support the corporate asset strategy

Evaluate, test and incorporate new SCADA/Automation technologies to help the optimization of the Power Grid operation and resiliency

Develop, support and improve Substation Automation equipment specifications

Participate in the procurement of Substation Automation equipment for new technology implementation

Participate in design reviews, close gaps and deal with issues from lessons learned

Define maintenance and support requirements. In conjunction with Ops and Maintenance teams, develop and roll-out maintenance programs

Participate in new Substation Automation design initiatives, including presentations to the engineering group and senior management

Evaluate, test and incorporate new SCADA/Automation asset management technologies to help the optimization of the Power Grid operation and resiliency

Define performance metrics and monitoring requirements. Monitor the performance of the Substation Automation system. Create and execute continuous improvement plans.

Provide technical support to field organizations

Strong technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications

Strong business knowledge in the utility and regulated environment and working knowledge of our Operations groups and the challenges they face day-to-day

Excellent project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget. Ability to prioritize assignments to meet commitments



Strong verbal and written communication skills

Excellent team player, with strong interpersonal and relationship building skills with the ability to effectively interact with internal and external customers

Strong problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope

Perform any and all duties below this classification (Substation Automation Engineer)

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Transmission Outage Scheduler

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Coordinates the outage and permit scheduling for transmission facilities for the utility, affiliates, and third parties to ensure the Electric transmission system is operated in a safe and secure manner. This includes, coordinating maintenance and construction activities involving transmission, generation, SCADA and related communication systems within the company system.

**JOB DESCRIPTION:**

ESSENTIAL JOB SKILLS/DUTIES: - Demonstrates strong analytical and problem-solving skills to assess the risk of outages and develops mitigation plans as required. - Uses attention to detail skills to provide maintenance schedules, risk assessments, and mitigation plans to the affected parties. - Coordinates long-term outage plan with Capital Projects and Maintenance. - Coordinates the integration of new SCADA facilities including management of SCADA point lists. - Provides Transmission Operators with maintenance plans, assessments, and mitigation plans as required. - Discusses maintenance plans, assessments, and mitigation plan with the Transmission Operators as required to ensure understanding. - Ensures updated substation documentation is available for operating staff in order for these groups to update their substation operating procedures. - Assists in the preparation of switching orders. - Submitting weekly outage reports. - Completes assigned paperwork such as timesheets and policy and procedure updates in a timely manner. - Thorough knowledge of the fundamentals of electricity. - Follows all policies and procedures. - Performs other duties as assigned. - Performs major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Experience

Required Education and Experience - 3 years of experience as a Transmission Operator or Scheduler or any relevant experience in the operation of an Electrical system

License/Certifications

- Driver's license

Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: No

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Program Manager, Dist Maintenance  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for compiling, coordinating, and managing the Distribution Maintenance Plans. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Ensuring all processes associated with the effectiveness of Distribution Maintenance Program are vigorously followed.

Manages the yearly Distribution Maintenance Plans; forecasting, tracking, reporting and ensuring plans are completed as planned.

Assists in the creation and compilation of the Distribution Maintenance Programs for the 1-year, 3-years and the 5-year plans, for transmission lines.

Works with the field organization to complete the annual Distribution Maintenance Plans in a timely manner and in compliance with company standards and regulatory requirements.

Proven ability to manage and resolve conflict.

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Proven leadership skills & ability to nurture/coach professionals & field employees.

Knowledge of utility maintenance, associated Electrical & Utility regulations.

Knowledge in the utility & regulated environment.

Knowledge of our Operations groups & the challenges they face day to day.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Preferred Education - Bachelor of Science Degree in Engineering.

**Experience**

Required Experience - Minimum three (3) years of experience in a Utility Environment. - Proven experience applying sound judgment to make decisions. Preferred Experience - Previous experience working in Distribution.

**License/Certifications**

Required Licenses/Certifications - Valid driver's license. Preferred License - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

◆ - Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, General Accounting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, General Accounting is responsible for overseeing the General Accounting team that is responsible for the analysis and recording of financial transactions, month end financial close activities, managing intercompany entries, balance sheet management including reconciliation of accounts, and chart of accounts maintenance.

**JOB DESCRIPTION:**

Ensures the timely and accurate recording of financial transactions in Oracle, including ensuring proper documentation and approvals are maintained for all transactions

Reviews and analyzes significant and complex accounting transactions to ensure they are recorded in accordance with GAAP and the organization's accounting policies

Performs complex calculations, understands accounting impacts and implications of transactions, and performs complex reconciliations of large volumes of data

Performs ad hoc analysis as required

Leads the monthly financial close process, collaborating with other groups in Finance and throughout the organization to ensure that deadlines are met

Oversees the completion of and approves reconciliations for all balance sheet accounts including intercompany balances

Ensures the reconciliation of labor process and that system processes run correctly on a weekly basis

Works with the IT-OT group to understand and troubleshoot the integration between the various modules in the organization's financial systems

Responsible for documentation of and continuous improvement of accounting policies and procedures

Stays current with developments, trends and pronouncements in the accounting profession; monitors changes and recommends new or revised policies or procedures

Works with both internal and external auditors during financial and operational audits.

Oversees the maintenance of the chart of accounts, including controlling all changes

Responsible for management and oversight of the General Accounting team, including recruitment development and performance management of the staff

Participates in emergency procedures and protocols during major storms and associated drills as assigned

Performs other duties as assigned

**REQUIREMENTS**

**LEADERSHIP RESPONSIBILITIES:**

Supervises a team of accounting professionals (up to 10 employees)

**REQUIRED EDUCATION**

Bachelor's or Master's degree in Accounting, Finance or Business Administration

## REQUIRED EXPERIENCE

7+ years of experience in a finance or accounting role with supervisory responsibilities

Thorough understanding of generally accepted accounting principles and familiarity with all aspects of the accounting cycle

Demonstrated ability to manage and motivate a team in a dynamic environment

Track record of working collaboratively with the Finance team and other departments to identify and solve issues

Able to quickly learn financial systems technology, as well as multi-task and prioritize in a dynamic environment in order to meet strict deadlines

Strong, professional verbal and written communication and presentation skills as well as a strong commitment to customer service excellence

Proficient (reading, writing, speaking) in Spanish and/or English

Strong organizational and analytical skills required to manage multiple, concurrent priorities

Competent and knowledgeable with programs and applications such as Excel, Word and SharePoint

## PREFERRED EXPERIENCE

Experience in public accounting

Experience with regulated utility accounting

Experience with Oracle

## LICENSES / CERTIFICATIONS

### PREFERRED

CPA (Certified Public Accountant)

## TRAVEL REQUIREMENTS:

Travels: Yes (occasional)

Overnight required: No

## PHYSICAL DEMANDS:

Stationary Position – Frequently

Pushing/Pulling/Reaching – Seldom

Climb – Seldom

Kneel – Seldom

Grab – Seldom

Bend – Seldom

Lift/carry over – Less than 5 lbs

Vision – 20/20 corrected vision

Hearing – Receive detailed information if spoken to

## WORKING CONDITIONS:

Wet or Humid – N/A

Working near or on moving mechanical parts – N/A

Working near or on heavy machinery – N/A

Working in high places – N/A

Exposed to fumes or airborne particles – N/A

Exposed to toxic or caustic chemicals – N/A

Frequency of working in outdoor weather conditions – N/A

Work with Electricity – N/A

Work with explosives – N/A

Work on or near a source of radiation – N/A

Loud noise conditions (above 87dB) – N/A

Other Environmental Factors including weather conditions – None

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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**JOB TITLE:** Manager, Financial Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Financial Reporting is responsible for overseeing the preparation of all external financial reports, internal management reports and financial information to support regulatory filings, including analysis and communication of information to senior leadership and throughout the organization to support decision making.

**JOB DESCRIPTION:**

Ensures the timely and accurate preparation of financial information and analysis for various internal and external stakeholders

Generates, reviews and analyzes financial information, explains fluctuations, identifies any risks or potential opportunities, and communicates to Controller or other appropriate team member

Performs complex calculations, understands accounting impacts and implications of transactions and performs complex reconciliations

Develops and continuously drives improvement of the reporting process; prepares new or revises existing procedures, processes or reports and rolls out to the organization

Generates other ad hoc reports and analysis as required

Builds relationships throughout the organization and effectively interacts with other departments to achieve shared goals, including developing a strong understanding of transmission and distribution utility operations and utility regulation

Works with both internal and external auditors during financial and operational audits

Participates in emergency procedures and protocols during major storms and associated drills as assigned

Performs other duties as assigned

**REQUIREMENTS**

Leadership Responsibilities:

Supervises a team of accounting professionals (up to 10 employees)

Education

Required

Bachelor's or Master's degree in Accounting, Finance or Business Administration

Experience

Required

7+ years of experience in a finance or accounting role with supervisory responsibilities

Demonstrated ability to manage and motivate a team in a dynamic environment

Track record of working collaboratively with multiple departments to identify and solve issues and ability to influence at all levels in the organization

Strong, professional verbal and written communication and presentation skills as well as a strong commitment to customer service excellence

Proficient (reading, writing, speaking) in Spanish and/or English

Strong organizational and analytical skills required to manage multiple, concurrent priorities

Competent and knowledgeable with programs and applications such as Excel, Word and SharePoint

Preferred

Experience in public accounting

Experience with regulated utility accounting

Experience with Oracle

Licenses/Certifications

Preferred

CPA (Certified Public Accountant)

Travel Requirements

Travels: Yes (occasional)

Overnight required: No

Physical Demands

Stationary Position – Frequently

Pushing/Pulling/Reaching – Seldom

Climb – Seldom

Kneel – Seldom

Grab – Seldom

Bend – Seldom

Lift/carry over – Less than 5 lbs

Vision – 20/20 corrected vision

Hearing – Receive detailed information if spoken to

Working Conditions

Wet or Humid – N/A

Working near or on moving mechanical parts – N/A

Working near or on heavy machinery – N/A

Working in high places – N/A

Exposed to fumes or airborne particles – N/A

Exposed to toxic or caustic chemicals – N/A

Frequency of working in outdoor weather conditions – N/A

Work with electricity – N/A

Work with explosives – N/A

Work on or near a source of radiation – N/A

Loud noise conditions (above 87dB) – N/A

Other Environmental Factors including weather conditions – None

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**JOB TITLE:** Supervisor, Contact Center  
**DEPARTMENT:** Customer Experience  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Contact Center prepares and provides direction to Associate Customer Experience Advisors (ACXAs), Customer Experience Advisors (CXAs), and Senior Customer Experience Advisors (SCXAs) in order to answer customer calls and effectively respond to questions and complaints, troubleshoot through issues, provide a positive customer experience, and strive for First Call Resolution (FCR). This role provides daily oversight and direction to ACXAs, CXAs, and SCXAs including monitoring their activities to improve performance and optimize the customer experience. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, night and weekends shifts.

**JOB DESCRIPTION:**

Ensure effective hiring, training, coaching, rewarding, promoting, and disciplining of ACXAs, CXAs, and SCXAs

Identify advisor behavioral and skill based developmental needs and ensure proper coaching and training are provided

Using strong leadership, coaching, and mentoring skills, provide direction and support to ACXAs, CXAs, and SCXAs and set clear expectations regarding objectives, performance standards, policies and procedures adherence, and customer interactions

Ensure customers receive timely service through effective staffing and call routing

Assist, as necessary, with the resolution of customer issues and complaints

Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to direct, advise and coach advisors with issue resolution and in support of a positive customer experience

Use strong, positive interpersonal skills through effective verbal and written communication as well as strong focus on customer relationship management with the ability to manage and resolve conflict

Assist in the identification and development of creative solutions to address and reduce future customer complaints and support a positive customer experience

Proficiency in Microsoft Office Applications (Word, Excel, Outlook)

Excellent decision making, problem-solving, and organizational skills

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

**REQUIREMENTS**

Education

High School Diploma or equivalent

Preferred:

Bachelor's Degree

Experience

3+ Years of experience in a Contact Center environment

Working knowledge of CC&B functionality

Preferred:

6+ Years of experience in a Contact Center environment

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: Frequently

Climb: N/A - Kneel: Frequently

Grab: Frequently

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/202 Corrected

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** IT OT Service Desk Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for analyzing, resolving and documenting problems related to LUMA's IT infrastructure and core applications. Primary responsibility for logging, triaging and resolving incidents and service requests received via phone, chat and self-service portal.

**JOB DESCRIPTION:**

Elicit details for the user problem and record in detail the problem the user is experiencing, determine steps they can take to resolve the issue, and manage the flow of incoming support requests. This involves asking questions to determine the full scope of the user's issue

Provide strong customer service when responding to requests

Work in a dynamic and challenging service desk environment to provide quality support to our internal clients

Escalate user support requests to higher-level IT support specialists and experts when needed

Support users by performing system tests and updates after they complete their troubleshooting and necessary repairs

Support department-wide operations by creating, editing, and maintaining IT documents and knowledge base articles that detail common issues and how to resolve them without opening a help desk ticket

Exceptional written and verbal communication skills are required in addition to well-developed problem solving and troubleshooting skills

A strong knowledge of diverse hardware, software and operating systems with an interest in and taking the initiative to keep current with same

Deep knowledge of network concepts and VOIP

Working knowledge of active directory and ITIL processes

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies and procedures

Required to work additional hours as needed

Other duties as assigned.

**REQUIREMENTS**

Education

Required:

- Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience

Experience

Required:

- 3 to 5 years of IT experience with tech support in a Microsoft environment or equivalent along with a strong customer service focus

#### License/Certifications

##### Preferred:

- Preferred CompTia A+
- Microsoft Office Specialist
- Windows 10 Certification
- CNNA, network +, VDI Certification

#### Travel Requirements

Travel: Yes Percent of time: 50% Overnight required: No

#### Physical Demands

- Stationary Position: Frequently
- Pushing/ Pulling/ Reaching: Frequently
- Climb: Seldom - Kneel: Frequently
- Grab: Seldom - Bend: Frequently
- Lift/ Carry over: 10-30 LBS
- Vision: 20/20 Corrected Vision
- Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A
- Working near or on moving mechanical parts: N/A
- Working near or on heavy machinery: N/A
- Working in high places: N/A
- Exposed to fumes or airborne particles: N/A
- Exposed to toxic or caustic chemicals: N/A
- Frequency of working in outdoor weather conditions: N/A
- Work with electricity: Seldom
- Work with explosives: N/A
- Work on or near a source of radiation: N/A
- Loud Noise conditions (abover 87 db): N/A
- Other environmental factors including weather conditions: N/A
- Other: N/A

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**JOB TITLE:** Analyst, Utility Programs

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Regulatory Analysts are within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives.

Regulatory works with all LUMA departments in support of LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator, and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Regulatory Team consists of five groups, among them:

The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities.

The Supply Side Contract Administration group within Regulatory is responsible for conducting analysis and studies related to power generation and dispatch as well as interacting with generation stakeholders and the energy regulator.

The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

The Grid Modernization group within the Regulatory Team works alongside external stakeholders and LUMA teams to set forth the foundations and develop plans for grid modernization. This is a forward-thinking group that provides an opportunity to help shape the future of PR's energy sector.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

This position supports regulatory filing teams in providing high quality service and work product while meeting regulatory filing requirements and deadlines. Directly responsible for the overall quality of service, work papers, analytical and review standards and compliance with PREBs filing requirements. Supports the Leads to ensure objectives are met to support filings and analysis as requested.

**JOB DESCRIPTION:**

**DUTIES**

Responsible for the accurate and efficient preparation of work papers and data for filing.

Preparation of regulatory policy analysis including position papers, review of previous filings, and communication documents for broader company.

Ensure that key issues/decisions are escalated to Lead and others in a timely manner.

Ability to develop and use a variety of analytical approaches to analyze, synthesize information, identify patterns, solve issues, and make recommendations.

Technical writing ability that conveys intended messages to target audiences with clarity and precision.

Show ability to work independently and collaboratively with diverse teams and work groups across the organization and external stakeholders.

Demonstrates skill in planning, managing, and prioritizing.

Participate in training and staff development, ensuring other functional teams have knowledge and understanding of regulatory filings and underlying processes.

Desire to seek out experiences and opportunities to develop and try new skills and knowledge.

Tasks may vary by group within the Regulatory Team.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as assigned.

## **REQUIREMENTS**

### **EDUCATION**

Bachelor's Degree in Business, Finance, Engineering, Law, Economics, Statistics and/or related field.

### **EXPERIENCE**

+5 years of regulatory, utility industry, electricity sector experience and/ or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

Efficiency in delivering technical and policy documents in English.

Experience with data analytics is an asset.

### **PHYSICAL DEMANDS**

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5 - 10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### **WORKING CONDITIONS**

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions\_\_

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**JOB TITLE:** Process Analyst, Process

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Process Lead, this position is responsible for the facilitation and documentation of business and project management processes and procedures. The Process Analyst is responsible for effectively discovering, analyzing, designing, measuring, and recommending improvements to optimize business processes and procedures. The Process Analyst must work with internal clients to lead projects, documenting and/or recommending improvement to processes and the possible configuration of or improvement of technology to enable and/or support these process developments. This position requires in-depth knowledge and experience of LUMA and LUMA PMO project processes and procedures; and uses best practices and knowledge of internal and external business issues to improve services. This opportunity allows for the incumbent to learn and understand all LUMA's business and work cross-functionally with energetic and passionate people.

**JOB DESCRIPTION:**

Document and map out and identify all processes that support the execution of departmental work  
Work with departments and workgroups to integrate departmental processes and procedures  
Facilitate the development of new or missing processes and procedures  
Analyze all processes to ensure they are consistent and fully interconnected  
Document and continually update process documents and maps, and maintain the process library  
Write summary reports of findings and develop recommendations for review with leadership  
Assist in responding to auditor requests and ensure recommendations are integrated  
Work with the training department to identify and develop the content and approach to any training workshops on the new and/or modified processes  
Continuous process improvement (CPI) looking for process, tools, forms, templates improvements and optimization; and, providing alternatives for short and long-term solutions, including recommendations.  
Maintaining relationships with business process owners, project management teams, and other stakeholders as required.  
Stay on top of best practices and, when appropriate, implement these best practices at LUMA.  
Actively involved in identifying the functional requirements and implementation of Project Management software tools that will enable transparency and reporting of LUMA projects.  
Participates in project team meetings and improvement initiatives where appropriate.  
Actively engages with other departments to determine their data/analytics needs.  
Other duties as required.

**REQUIREMENTS**

Education

- Business or technical diploma in a related field. - Project Management training/certification (i.e. PMP), Six Sigma or Lean Management training/certification, or equivalent relevant experience would be considered an asset.

#### Experience

- Minimum 3 years in Project Management experience in a utility or EPC environment - Experience in process development and business process improvement - Experience with Six Sigma or Lean methodologies would be considered an asset - Experience working within a Project Management Office would be considered an asset - Experience with Agile project management would be considered an asset - Excellent oral and written communication - Excellent Interpersonal and Management skills

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Operational Metrics Lead, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

El líder de métricas operacionales es responsable de todas las funciones de preparación de informes y presupuestos dentro del departamento de operaciones. Esta función trabaja con los líderes seniors, las finanzas regionales, los supervisores administrativos y los directores dentro del departamento para desarrollar, monitorear, controlar y pronosticar el presupuesto general de operaciones. Realiza trabajo con las partes interesadas dentro de operaciones, así como con otros departamentos para administrar las métricas, los indicadores claves de desempeño o KPIs (por sus siglas en inglés) y los objetivos de rendimiento de los departamentos de operaciones.

**JOB DESCRIPTION:**

Dirigir el presupuesto anual para el departamento de operaciones, incluyendo los estimados mensuales. Recopilar datos y consolidar información para redactar informes semanales, mensuales y actuales de todo el departamento de operaciones.

Desarrollar, implementar y monitorear las métricas, los indicadores claves de desempeño (KPI) y los objetivos de desempeño en todo el departamento de operaciones.

Implementar plantillas, procesos y sistemas para optimizar o automatizar los informes; incluyendo la coordinación con el departamento de tecnología de informática (IT, siglas en inglés) / tecnología operativa (OT siglas en inglés) según sea necesario.

Trabajar con los grupos funcionales de contabilidad, reglamentación y de la OMI para garantizar que los informes de Operaciones estén coordinados y alineados con otros requisitos de elaboración de informes y presupuestos en toda la empresa.

Supervisar a los analistas y otros miembros del equipo de métricas operacionales.

Realizar trabajos importantes de restauración de tormentas y simulacros asociados según sea necesario.

Seguir todas las políticas y procedimientos.

Realizar otros deberes asignados.

**REQUIREMENTS**

Education

Requerido: Bachillerato.

Grado en contabilidad es preferido.

Se considerará una combinación de educación y experiencia.

Experience

Se requiere experiencia mínima de 8 años, con 5 años en una función de contable, analista o similar.

Licenses and Certifications

Certificación profesional en contabilidad es preferido.

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**JOB TITLE:** Director, Asset Information

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Senior Vice President, Engineering and Asset Management, this position is responsible for the leadership and development of the Asset Information team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Direct the Asset Information team including GIS Cartography, GIS Data Utilization and Information Management. Direct projects owned by the Asset Information Team.

**REQUIREMENTS**

Licenses and Certifications

Professional Engineer or Professional Licensee designation

Education

Bachelor of Science Degree Engineering

Minimum twelve (12) years of experience in a Utility Environment

Travel Requirements

Infrequent travel as required.

Physical Demands

Office environment. Infrequent field trips as required.

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**JOB TITLE:** Contract Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Contracts Manager in the Procurement and Contracts Department, the Contract Specialist develops contracts and service levels agreements for the procurement and goods and services as well as assists in contract negotiations.

**JOB DESCRIPTION:**

Develops contracts and service level agreements for the procurement of goods and services.

Review contract terms and conditions to verify compliance with company policies and all applicable federal and state regulations.

Clearly explain contract terminology to stakeholders in simple, everyday language.

Self-monitor progress according to the schedule of completion to submit drafts and documents in a timely manner.

Proofread, edit, and fact-check contract documents for accuracy and consistency.

Analyze problems, evaluate alternatives, and present potential solutions.

Assist in contract negotiations.

Other assignments, per business needs.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Performs other duties as assigned.

**REQUIREMENTS**

**REQUIRED EDUCATION**

Undergraduate or graduate degree in business administration, accounting, economics, finance, Juris Doctor, or another relevant area.

**PREFERRED EDUCATION**

N/A

**REQUIRED EXPERIENCE**

All contract specialists are expected to have a comprehensive knowledge of procurement regulations and legal terminology.

Essential skills for this role are an excellent command of verbal and written English and strong attention to detail.

Good organization skills and the ability to multitask on several projects simultaneously.

Computer literacy including proficiency in MS Office Suite (Excel, Word, PowerPoint).

## LICENSES / CERTIFICATIONS

Valid driver's license

## TRAVEL REQUIREMENTS

Travels: Yes

Percent of Time: 10%

Overnight required: N/A

## PHYSICAL DEMANDS

Stationary Position: Constantly

Pushing / Pulling / Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift / Carry Over: 31 - 50lbs

Vision: Visual acuity sufficient to operate a vehicle.

Hearing: Being able to hear and understand detailed information if someone speaks to you.

## WORKING CONDITIONS

Wet or Humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with Electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud noise conditions (above 87dB): N/A

Other Environmental Factors including weather conditions: N/A

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may be assigned at any time with or without notice.

Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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**JOB TITLE:** Associate Project Coordinator, Furniture & Floor Plans

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position supports the Project Coordinator in all phases of furniture and relocation projects. Supports with developing processes, procedures, and workflow documentation. Responsibilities include coordinating contractors, collaborating with internal departments, estimating, scheduling, cost and schedule tracking, cost forecasting, project close, and lessons learned.

**JOB DESCRIPTION:**

Development of furniture seating plans, blank seating plans, emergency evacuation plans, and blank floor plans. Evaluate move request forms and update floorplans to reflect changes.

Collaborate with Electrical, Mechanical, Civil, and Architectural Project Managers on designs.

Coordinate vendors performing Electrical, Mechanical, Civil, Architectural, IT infrastructure changes specific to reconfigurations related to restacking, space planning, or relocations

Updating master stacking plans and assisting in the development of the project schedule, using existing project templates.

Convert and consolidate drawings supplied by vendors or building owners for projects and company space planning into department working standards. This includes adaptation and manipulation of furniture block plans, structural drawings as well as office/cubicle numbering. Complete monthly space reviews to ensure accuracy.

Design, create, and maintain standard title blocks used in all floor plan drawings. Manipulate layer states, plot styles and scaling to achieve consistency across all drawings. Maintain a central drawing repository.

Support the Project Coordinator with all activities required for a complete and successful staff relocation

Assist in identifying and tracking all key activities and milestone dates.

Evaluate the regular schedule updates from the project team members to identify impacts on critical path activities

Assist in assembling, filing, and sharing of the lessons learned on the project.

Understanding of BOMA space measurements

Knowledge of the Building Acts and Codes an asset

Proficient in the Spanish language with the ability to read, write and speak . Spoken and written English fluency will be considered an asset

Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint

Strong team player with a can do approach

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures.

Other duties as required

## **REQUIREMENTS**

Education

Required:

High school diploma or G.E.D

Experience

Required:

Minimum of 1 year of facilities or office experience

License/Certifications

Required:

AUTOCAD Operator Certificate

Must be able to produce clean drivers abstract. Possess valid Class 5 driver's license.

Certification for the following: WHMIS, Standard First.

Travel Requirements

Travels: Yes

Percent of time: 25%

Overnight required: Yes, when required

Physical Demands

Stationary Position - Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over – 10 – 30 LBS

Vision – Vision acuity to operate vehicle

Hearing – Receive detailed information if spoken to

Working Conditions

Wet or Humid - Yes

Working near or on moving mechanical parts - Yes

Working near or on heavy machinery - Yes

Working in high places - Yes

Exposed to fumes or airborne particles - Possibly

Exposed to toxic or caustic chemicals - Possibly

Frequency of working in outdoor weather conditions - Yes

Work with Electricity - Possibly

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Possibly

Other Environmental Factors including weather conditions\_\_N/A

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**JOB TITLE:** Lead Engineer, Protection and Control

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Lead Engineer is responsible for coordinating and performing engineering activities related to the power grid protection and control systems. The role requires well-rounded technical aptitude, high problem-solving ability, and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Develop, support, and improve the Protection and Control (P&C) system requirements for new development/projects.

Evaluate, test, and incorporate new protection technologies to help optimize the power grid operation and resiliency.

Evaluate the P&C design, short circuit study, and protection coordination for transmission lines, substations and transformers interconnected to the transmission and distribution systems of the electrical grid, including private substations, utility-scale renewable and energy storage projects (PPOA), and Distributed Energy Resources (DER). Determine relay settings for transmission lines, transformers, substations, portable substations, feeders, etc. Ensure compliance with applicable requirements, industry standards (ex.: IEEE, ANSI, NEC, etc.), policies, and regulations.

Evaluate the protection settings and coordination developed and submitted by third parties for PPOAs, DERs, microgrids, and other projects.

Perform short circuit studies by simulating faults on the modeled power system using CAPE (Computer-Aided Protection Engineering), assuring the data used and the topology is a reliable representation of the system.

Develop, integrate, and implement P&C asset strategies.

Continually innovate and mature P&C data governance, data quality and access, and decision-making tools and processes.

As required, provide technical support, process improvements, and recommendations to the field organizations.

Develop, support, and improve P&C equipment specifications.

Define performance metrics and monitoring requirements. Create and execute continuous improvement plans.

Strong technical knowledge of all the equipment required to generate, transmit, distribute, and utilize electrical power, protective relaying applications, associated electrical industry and utility codes and standards, local and national, and personnel safety requirements.

Strong business knowledge in the utility and regulated environment and working knowledge of our Operations groups and the challenges they face day-to-day.

Excellent project management skills, including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and budget. Ability to prioritize assignments to meet commitments.

Strong verbal and written communication skills.

Excellent team player with strong interpersonal and relationship-building skills with the ability to effectively interact with internal and external customers.

Strong problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best-engineered solution from cost, schedule, and scope perspectives.

Perform other assigned duties, including below this classification.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

## **REQUIREMENTS**

Leadership Responsibilities

Supervised up to 6 engineers

Education

Bachelor of Science Degree in Engineering

Preferred:

Bachelor of Science Degree in Electrical Engineering

Experience

Minimum ten (10) years of experience in a Utility Environment

Experience applying sound judgment to make decisions

Experience mentoring junior engineers and designers

Previous experience working in Transmission related environment

Licenses Required/Certifications

Professional Engineer or Professional Licensee designation

Valid driver's license

Travel Requirements

Travels: Yes

Percent of time: 30%

Overnight required: Yes

Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - Seldom

Working near or on heavy machinery - Seldom

Working in high places - Seldom

Exposed to fumes or airborne particles - Seldom

Exposed to toxic or caustic chemicals - Seldom

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - Seldom

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** AMI Support

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, AMI Systems, this position is responsible for supporting, analyzing and interpreting meter data, with a focus on system performance and operational metrics.

**JOB DESCRIPTION:**

Develop understanding of AMI data gathering processes  
Understand what information is provided by various meter data values and measurements  
Create and adhere to system performance metrics  
Alert appropriate internal parties of underperformance and missing meter data  
Develop ability for system to backfill missing data as best as possible  
Work with internal teams to achieve best possible AMI system performance and success  
Collaborate with all internal departments, as metering/AMI data can serve many utility functions  
Recommend system & operational changes that would have positive impacts on AMI system performance  
Serve as internal systems expert with ability to make formal recommendations to senior staff  
Technical knowledge or interest in database development/operation  
Business knowledge in the utility & regulated environment  
Working knowledge of our Operations groups & the challenges they face day to day  
Proven experience applying sound judgment to make decisions  
Strong interpersonal and relationship development skills  
Strong verbal and written communication skills  
Ability to effectively interact with internal and external customers  
Excellent team player and ability to prioritize assignments to meet commitments  
Problem-solving skills with proven ability to deal with engineering issues in a timely fashion  
Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Human resources skills to mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

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**JOB TITLE:** Sr Project Manager, Land and Permits

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, the Senior Project Manager, will have the responsibility and accountability for project development with the Land and Permits area. This will include working with area managers and staff to develop projects including projects identified within the System Remediation Plan (SRP) specific to the Land and Permits department. Utilizing fundamental project management principles, the Senior Advisor will have the responsibility to work with project stakeholders, to define the scope, schedule, and cost of a project, and to develop a project execution plan in collaboration with the project team. Additionally, the Senior advisor will have the responsibility to work with other departments within the organization such as Capital Projects, Engineering, and Operations to ensure the necessary service is provided to the user group with respect to Land and Permits. This will include working with various project managers within LUMA to help develop project scope for a given project, to identify the Land and Permits scope within that project, to assist the project manager with inputs of the project requirements for Land and Permits into a database, and to coordinate communications with the Land and Permits department managers and staff to take the necessary steps ensuring workflow is managed properly.

The Senior Project Manager will make recommendations to the director relating to project requirements and to assist in developing the capital and O&M budgets for the department. The position will have responsibility to address other project matters as these arise and develop necessary procedures or agreements through collaboration with the other department managers as required.

**JOB DESCRIPTION:**

Develop scope, schedule, and cost estimates for projects specific to Land and Permits, such as those within the SRP

Communication and involvement with stakeholders with respect to requirements and status of Land and Permits projects

Communication and coordination with other project managers in LUMA departments including but not limited to Capital Projects, Engineering, Construction, and Operations with developing their project scope and providing input into the project for Land and Permits requirements

Advise project managers on how to input project requirements into the Land and Permits database and that such inputs accurately reflect the expected demands on the department

Communication with department managers such as capital projects or operations the prerequisites needed from other departments to be successful and such requirements are met in a timely manner.

Determine staff and/or utilization of temporary or contract resources to execute an on-time delivery of required work

Research, qualify, and draft annual budget or business plan with respect to costs of executing required work

Assist Director, Land and Permits in developing department capital and O&M budgets

Assist Director, Land and Permits with a variety of project and/or administrative functions as needed

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.  
Perform other duties as assigned

## **REQUIREMENTS**

### Education

Bachelor's degree from an accredited university in Business Administration, Project Management or related field

### Experience

7 years of experience in project management; or an equivalent combination of education and experience.

Electrical utility experience is preferred.

### Licenses/Certifications

Required:

Valid driver's license

Preferred:

Project management Professional (PMP) Certification

Lean Six Sigma Certification

### Travel Requirements

20%

### Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - N/A

Climb - N/A

Kneel - N/A

Grab - N/A

Bend - N/A

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

### Working Conditions

Mojado o Húmedo - Rara vez

Trabajar cerca o sobre piezas mecánicas en movimiento -

Trabajar cerca o sobre maquinaria pesada - N/A

Trabajar en lugares altos - N/A

Expuesto a humos o partículas en el aire - N/A

Expuesto a productos químicos tóxicos o cáusticos - N/A

Frecuencia de trabajo en condiciones climáticas al aire libre - N/A

Trabajar con electricidad - N/A

Trabajar con explosivos - N / A

Trabajar sobre o cerca de una fuente de radiación - N / A

Condiciones de ruido fuerte (por encima de 87dB) - N/A

Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Permit Administrator

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system.

This position reports to the Lead Federal and Local Permits, this position will be responsible for ensuring that all permit applications are correct in form. This position will have the responsibility to identify compliance obligations in each permit and will be responsible for the compliance filing with each agency.

**JOB DESCRIPTION:**

Develop legal section of application for new permits required and make the formal application to the agency and act as the point of contact for the counterpart within the permitting agency

Ensure the form of all applications are compliant

Review all permits and summarize the compliance obligations in each permit

Develop and maintain matrix for required legal filings to agencies for permit obligations

Ensure each required filing to an agency is completed on time. Ensure that communication with other departments that must provide input into a compliance filing is completed in a timely manner so that input from users can be properly included in the compliance filing

Ensure documentation with respect to each permit is complete, properly formatted, and properly entered into the records system

Must be familiar in working in a Microsoft Office Environment

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Must have degree in law from a recognized institution and must be eligible to be registered to practice law within the jurisdiction.

< 1 Year

## Experience

Work experience in land rights field is an asset

Work experience in an electrical utility with knowledge of land rights is an asset

> 3 Years

## License/Certifications

Must be eligible to work as a lawyer within jurisdiction

## Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: No

## Physical Demands

Stationary Position: Frequently

Pushing/ Pulling/ Reaching: Frequently

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: 5-10 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

## Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Technical Writer, Distribution

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Standards and Procedures, this position is responsible for technical documentation pertaining to electric metering and associated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Develop and update electric metering documentation and associated drawings  
Document plans, policies, and procedures relating to the testing of utility metering installations  
Address and bring to attention shortfalls in meter Standards & Procedures  
Suggest and review pertinent data related to drafted and published technical documentation  
Execute technical documentation processes within scope, timeline, and budget  
Review documentation for completeness and consider practical limitations of document scope  
Develop and obtain documents from all metering function groups, check for completeness and consolidate if necessary  
Coordination of documentation activities as a member of a multi-disciplinary team of managers  
Support capital projects  
Develop and review metering documentation, standards, and procedures  
Work planning, coordination, and cost estimating  
Develop, support and improve metering diagrams and design drawings  
Develop, support and improve metering documentation  
Follow, develop and improve metering documentation and standards  
Participate and lead documentation initiatives, including presentations to the metering group and senior management  
Various reporting to the other managers in Metering, Metering Director and project team  
Any and all duties below this classification  
Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Required Education

Associates degree in English/Journalism/Communications or related field

Preferred Education

Bachelor of Science Degree in English/Journalism/Communications or related field

Required Experience

Minimum five (5) years of experience in a technical writing capacity

Preferred Education

Previous experience writing technical documentation

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**JOB TITLE:** Director, Finance Transformation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Finance Transformation, is responsible for the Finance function and to provide leadership in the implementation of a new operating model that drives optimization of the Finance function across the enterprise. The model will enhance enterprise value, position the Company well for effective and efficient growth, and will deliver bottom line year-over-year cost savings.

The Director, Finance Transformation is responsible to take the lead role in shaping the Finance maximization program and to set and socialize a clear vision for the future state operating model, including a concise business case for the required change. The role will drive the operating model integration decisions among both business and functional stakeholders by partnering with business leaders and functional leaders.

**JOB DESCRIPTION:**

Develop and execute a clear and impactful vision and strategy, as well as define overarching Finance function maximization strategy and long-term integration vision

Create plans and implement transformative initiatives and projects across the organization, both, quick wins and mid/longer term in nature while focusing on minimizing risk and maximizing financial benefits. Articulate the business need for change and drive alignment and active sponsorship with key Company stakeholders

Communicate with and continuously engage all stakeholders throughout the process

Develop and oversee control systems to prevent or deal with violations of legal guidelines and internal policies. Lead the Compliance Team to ensure the company adheres to legal standards and in-house policies

Develop educational and training materials related to technical accounting topics and associated processes

Develop remediation plans for control deficiencies identified by internal and external audit or management

Manage and provide direction and leadership to a large and diverse team bound by aggressive timelines

Lead and manage detailed, well formulated transformative project work. Provide direction and guidance to project leads. Identify and mitigate resource conflicts by identifying and prioritizing tasks. Provide support with day-to-day issues and track program status, issues and risks as well as project budget

Ensure the implementation of project scope, budget, schedule and quality by facing and addressing change resistance with personal and leadership resilience

Manage and drive key decisions around the Program including scope, budget, staffing, interdependencies and timing. Drive cross-functional and cross-Business Unit alignment to achieve binding decisions across the organization

Ensure accountability amongst peers, the team and third parties to execute on agreed-upon Program decisions and commitments

Work effectively with functional leaders across the enterprise to establish and manage project teams, while functional leaders (IT, HR, Procurement and Operations) remain responsible to provide needed expertise, standards and processes. Ensure project and functional reporting relationships, duties and expectations are commonly understood and implemented

Proficient in the Spanish language with the ability to read, write and speak

Spoken and written English fluency will be considered an asset

Microsoft Office skills with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint, and SharePoint

Strong analytical and organizational skills required to manage multiple, concurrent tasks

Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data

Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines

Strong interpersonal, written and verbal communication and presentation skills

Strong commitment to customer service excellence with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

## **REQUIREMENTS**

Education

Bachelor's Degree in Administration or Science required

Preferred:

Degree in Technology, Project Management, Business Management or a related field of study preferred

Master's Degree in Business Administration

Required:

Demonstrated experience and previous success leading transformative organizational work.

+11 years of experience working in a leadership role.

Required:

CPA (Certified Public Accountant)

Valid Driver's license

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**JOB TITLE:** Solution Architect

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is recognized as an expert in a business, software or functional area as well as recognized for their strategic thinking and leadership abilities. The Solution Architect generally works on broad, outcome-based assignments usually with a strategic or sensitive component that requires senior level focus. This position is responsible for coaching and mentoring others in their area of expertise and are responsible for helping to grow that skill set within the company.

The Solution Architect works independently with broad direction usually on multiple assignments. This position will often be challenged to work with topics or problems that are new to them using their analytical, organizational, and strategic thinking skills

**JOB DESCRIPTION:**

Defines scope and vision for new initiatives and works with business to ensure direction and approach are consistent with the overall company objectives

Prepares business cases and reviews with business for accuracy and quality; reviews business cases written by others

Prepares business cases for Regulatory filings as required

May be assigned on projects to resolve complex or sensitive issues related to business requirements, process or technology. Prepares project documents as required. May participate on project steering committees, project management boards, or other project teams to provide overall guidance and direction on IT implementations

May facilitate gathering of business requirements for critical projects or enhancements for new or complex areas of business. Prepares and delivers presentations to senior personnel.

Provides quality assurance for more junior team members business requirements and process models

Prepares business process models for new or complex business processes including starting from 'blank slate' through to revision of established models

Works with the business units to develop the Technology Plan considering strategic, financial and technical constraints. Oversees multiple Technology Roadmaps for consistency and strategic alignment

Identifies opportunities for new technology to be introduced to the company and/or participates with business units when they are actively seeking out new technologies

Works directly with vendors to understand their software offerings and roadmaps

Has extensive knowledge in the capabilities and integration of utility software solutions for both information and operational technologies including but not limited to Enterprise Resource Planning, Customer Care & Billing, Meter Data Management, Outage Management, Work and Workforce Management, Asset Management, SCADA, Geospatial Data Management

Perform major storm restoration work and associated drills as assigned

Adheres to internal standards, policies and procedures

required to work additional hours as needed

Other duties as assigned

## **REQUIREMENTS**

Leadership Responsibilities

3 - 5 Systems Analysts

3 – 5 Business Analysts

Education

Required:

Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience.

Preferred:

Bachelor's degree in Information Systems, Computer Science, Information Technology or a related discipline

Experience

Required:

10 - 15 years experience in information or operational technology.

Minimum 3 years leadership experience

Preferred:

3 - 5 years experience in application architecture, data architecture and business architecture

License/Certifications

Required:

N/A

Preferred:

Business Process Modeling

NIST Cybersecurity

Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: No

Physical Demands

Stationary Position -Constantly

Pushing/Pulling/Reaching - N/A

Climb - N/A

Kneel - N/A

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other: N/A

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**JOB TITLE:** Mobility Manager

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position supports the LUMA organization in national recruitments, including the continental U.S. territory, in the assignment of mobility of recruited personnel who require relocation assistance and tasks related to their benefits.

**JOB DESCRIPTION:**

Coordination of relocation activities for ATCO and Quanta secondees

Initiate file with relocation supplier company

Liaison with relocation service supplier to manage secondee assignments using relocation provisions under LUMA relocation policy

Have a good understanding of the relocation support being offered for seconded employees vs. LUMA hires

Approve or seek approval for exception request from relocating employee

Assist as needed with securing host housing

Invoice review prior to processing

Report Canadian taxable benefits for T4 preparation in coordination with relocation provider

Work with home country on repatriation terms and benefits and set up repatriation file with relocation service provider

Liaise with home country staff where needed, to help them obtain work permit for expatriate. LUMA data may be required, including ownership positions, org. charts and job descriptions.

If employee is remaining in Puerto Rico, engage immigration lawyer for permanent residency and localizing the employee

Review LUMA housing leases prior to them being signed by LUMA, arrange for signing by LUMA signatories, day to day issues such as late payments or landlord challenges and monthly payment review with finance

Review corporate housing to ensure that units are being used before approving new units

Notify LUMA benefits team when ATCO employees and families need to be enrolled or terminated from benefit provider (Triple S)

Track work visa expiration dates and communicate to HRIS team to be inputted into Workday

Coordination of immigration requirements for international recruitment

Work with Immigration Lawyer on required documents, information and authorizations

Sign off on LUMA support letters for work visa applications

Work with Business partners to provide job descriptions and Organization charts for visa applications.

Work with Recruiters to include appropriate language in offers around relocations

Work with onboarding team and HRBP's to ensure that the new hire is receiving the support they need to understand their pay, benefits and pension options

Set up file with relocation company as soon as work visa is approved

Coordination of LUMA domestic (within Puerto Rico) relocation programs for permanent moves

Work with Recruiters and hiring managers to include appropriate language in offers around relocations  
Prepare cost estimates where required  
Go through the relocation benefit package with the new hire so they understand what they are being offered  
Initiate file authorizations with relocation service provider  
Issues resolution  
Approve or seek approval for exception request from relocating employee  
Invoice review and payment.  
Review year end data from Relocation provider and send to accounting for applicable relocation related taxable benefits  
Provide repayment amount and repayment agreement when an employee resigns within two (2) years of relocation  
Onboarding and orientation to LUMA for ATCO and Quanta Seconded employees  
Notify onboarding team that a new seconded employee will be arriving in Puerto Rico  
Ensure the I9 form has been completed in workday within 3 days of the international seconded employee arriving in Puerto Rico  
Provide the seconded employee with LUMA contact information booking Covid tests required for travel back to home country  
Make sure the LUMA leader has set up the seconded employee in Workday and Openair timekeeping system  
Relocation Subject Matter Expert  
Computer systems skills and experience  
Analytical and judgmental skills.  
Excellent communications skills.  
Ability to maintain relationships by making sure everyone involved knows why something must be done, and what's at stake.  
Good teaching skills including the ability to break down complicated concepts into plain language.  
Patience for repeated explanations needed due to staff and management turnover, and process complexity.  
General knowledge of the functions of other company departments to understand the barriers others may face when providing data – e.g. Finance department deadlines or billing issues. Some Finance background a plus.  
Results orientation.  
Ability to anticipate potential outcomes, to avoid potential issues, as position deals with many variables.  
Several years of H.R. and Mobility experience  
Minimum of high-level knowledge of US Immigration and work visa applications  
Follow all policies and procedures  
Performs other duties as assigned  
Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

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**JOB TITLE:** Director, System Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Is responsible to design, develop, manage and monitor the effective implementation of highly specialized work systems, procedures, projects and programs of considerable complexity and scope in alignment with the strategic action plans and goals of the department. The role is involved in the transformation of the business and will interact with other departments to ensure alignment with transformation initiatives.

This role acts with a broad and significant degree of freedom to exercise judgment in the decision-making in taking initiative when required; identifying and developing project requirements; selecting or modifying methods, work procedures, and program objectives, operational and management controls, and; coordinating and integrating functions, and other work units in order to fulfill objectives that are aligned with the company's strategic goals.

**JOB DESCRIPTION:**

Coordinates work plans, activities, resources and direct important and complex projects related to operations in the company.

Facilitate and manage the development and implementation of assigned projects, processes and activities with an optimal level of quality and efficiency, in compliance with laws and regulations and achievement of results in complex issues related to his or her area of expertise and that involve a high degree of confidentiality.

Advise and provide technical expertise to peers and senior management.

Analyze, investigate, and submit recommendations on technical, operational, and transformational activities aimed at the development of programs, projects and activities related to the transformation of System Operations. Lead programs and projects deployment.

Prepares progress reports, results, and statistics to be used in the development of work plans and business strategies and ensures the accuracy and reliability of the information and data provided

Use strong analytical and problem-solving skills to collect data and information, perform analysis, participate in defining business requirements and make recommendations to the organization

Participate in the transformation toward renewable energies and storages, energy consumption efficiency programs, integration and management of automated and intelligent systems. Assist and support the teams during the transformation. Prepare progress reports and compliance issues regarding the projects and the transformation

Participate in the evaluation of products, services, programs, equipment, and technologies to verify compliance with business requirements, standards, guidelines, and specifications and make recommendation and suggestion

Coordinate feasibility studies for new projects and new programs or revises existing ones and documents and justifies his or her recommendations accordingly.

Identify difficulties in the execution of studies and projects, analyze the causes, and action effective resolutions.

Applies a variety of sources of information, available reference data and maintain documentation on studies and research carried out

Coordinates work plans, activities, resources and direct important and complex projects related to operations in the company.

Facilitate and manage the development and implementation of assigned projects, processes and activities with an optimal level of quality and efficiency, in compliance with laws and regulations and achievement of results in complex issues related to his or her area of expertise and that involve a high degree of confidentiality. Advises and provide technical expertise to peers and senior management.

Provides human resources, materials, project development budgets, and the time required to achieve the expected results.

Plan the road map to transform and align the system operations with projects aimed to integrate and manage renewable energies and storages, energy consumption efficiency programs, integration and management of automated and intelligent systems.

Prepare business requirement for system operations, estimate and timeline for the projects. Support the team in the transition period and ongoing basis. Assess and report on projects progress.

Provide advice, recommendation and support the teams in the development of plans related to system rebuild, maintenance and growth.

Conduct interviews and field visits to obtain, verify and validate information, inspect processes, and ensure compliance with regulations, rules, procedures, goals, and program objectives.

Act as an advisor in own area of expertise and provide advice and support to internal customers regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, products or programs.

Establish priorities, promptly and diligently addresses issues concerning the assigned activities, operations and projects.

Update knowledge related to own field of work and area of competence, and participates and acts as a resource in training, seminars, courses and other continuing education activities.

Must be proficient in the utilization of Microsoft Office suite of applications.

Must be familiar with SCADA and similar system for control and operation of electrical system.

Effective leadership skills and the ability to supervise, coach, and develop subordinates. Superior interpersonal skills with strong oral and written communication skills.

Demonstrate flexibility and initiative, problem-solving and high level of autonomy.

Follows all policies and procedures.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

#### **Required Education**

Bachelor's Degree in Engineering, or master's degree in a branch of knowledge specific to the requirements of the position, from an accredited University or College

#### **Required Experience**

15 years of experience in Management, technical and specialized activities in the field Electric Utility/High Voltage System Operations and Energy dispatching.

Experience in Capital planning and management will be considered an advantage.

Experience in managing resources and budgets is required.



## Licenses & Certifications

Valid driver's license.

In the case of a Bachelor's Degree in Engineering, he or she will also require:

Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects.

Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors

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**JOB TITLE:** Lead, Tariffs and Budget - Regulatory

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities.

The primary function of this position is to coordinate, prepare, support, analyze and communicate financial, planning, performance and compliance filings related to regulatory requirements for LUMA Energy and Puerto Rico's Transmission and Distribution System (T&D System). The individual will be responsible for reporting and advising on electricity regulatory policy including, monitoring, reviewing, researching, analyzing and issue identification in order to develop and retain institutional knowledge related to all financial aspects of rate cases, budgets, etc. including review and maintenance of financial models for LUMA Energy. Additionally, the position will participate in LUMA Energy's outreach programs and interface with regulators, government officials, trade / industry groups and other Puerto Rico energy stakeholders. The position will focus on delivering data driven solutions

**JOB DESCRIPTION:**

Coordinate and oversee the completion of key components of regulatory filings, including rate cases, annual budgets (operational and capital), system plans, performance metrics and any other filings required by the Puerto Rico Energy Bureau (PREB) on behalf of LUMA Energy.

Review, analyze and approve regulatory adequacy of regulatory filings including oversight of budget and financial information within the filing, which includes forecasts for the following year and two subsequent years.

Identify instances where support material is required, including level required to support prudence of expenditures and alignment with Puerto Rico energy policy.

Provide ongoing regulatory support and supervision to all departments and works collaboratively with finance team to ensure best efforts to comply with regulatory agencies' submission deadlines and to provide sufficient support.

Ensure timely, complete and appropriate regulatory policy correspondence, typically in writing, with regulatory agencies.

Monitor electric regulatory law and policy issues and legislative initiatives and participate in the development of LUMA's regulatory strategy Participating in relevant agency consultations and preparing responses to and reviewing correspondence from Puerto Rico's regulatory agencies.

Coordinate with regulatory agencies and intervenor personnel on financial and regulatory matters.  
Collaborate with internal and outside legal counsel regarding participation in regulatory filings, proceedings, comments and responses.  
Superior analytical and critical thinking skills with the ability to see the big picture and interpret and assess the short- and long-term impacts of actions and strategies.  
Strong interpersonal, organization with the ability to influence and communicate effectively with senior company personnel, external consultants, legal counsel, regulatory agency staff and industry stakeholders. Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders .  
Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities.  
Proficient skills in the use of computer applications (MS Office, Excel and Work in particular) Experience with programs such as Microsoft Project or other project planning software an asset .  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures  
Other duties as assigned

## **REQUIREMENTS**

### **Education**

-Bachelor's degree in Engineering, Commerce or Business, or another relevant field

### **Experience**

Minimum 7 years related work experience in leading high performing teams, in a regulatory environment an asset

Minimum 3 years in project management role, process improvement, business change experience an asset

A good understanding of the electric utility model, or other heavily regulated industries, previous experience working at a T&D utility an asset

Relevant experience in project management, regulated industries, finance, accounting, forecasting, economics, law an asset

Demonstrated knowledge and understanding of regulatory principles, regulatory policy development and regulatory approval processes, including performance-based incentive ratemaking, wheeling, interconnection and other regulatory structures for a market-based electric system

### **License/Certifications**

### **Travel Requirements**

Travels: No

Oversight required: No

### **Physical Demands**

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom  
Bend - Seldom  
Lift/carry over - 5-10 LBS  
Vision - 20/20 Corrected Vision  
Hearing - Receive detailed information if spoken to  
Working Conditions  
Wet or Humid - Seldom  
Working near or on moving mechanical parts - N/A  
Working near or on heavy machinery - N/A  
Working in high places - N/A  
Exposed to fumes or airborne particles - N/A  
Exposed to toxic or caustic chemicals - N/A  
Frequency of working in outdoor weather conditions - Seldom  
Work with Electricity - N/A  
Work with explosives - N/A  
Work on or near a source of radiation - N/A  
Loud noise conditions (above 87dB)- N/A  
Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Communications Analyst

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

As an Analyst, you will assist the Manager of Internal Communications to execute communications plans to support employee engagement within LUMA. You will join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We are seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

#### **JOB DESCRIPTION:**

Coordinate and draft talking points, background notes, speeches, summary notes, technical notes, and other relevant corporate communication materials.

Identify storylines and achievements from internal stakeholders and develop/coordinate the production of different knowledge, communication, and outreach material, and recommend areas for potential further research and analysis.

Assist in the preparation and organization of online and in-person events, including but not limited to logistics, coordination of agendas/content, preparation of relevant background and briefing material, note-taking and summary notes, development of communications materials as relevant.

Identify, keep track of, and manage files/information/material relevant to community and communications management, including but not limited to shared drives, online platforms, and online trackers; manage contact databases, and propose new systems and approaches to strengthen tracking/documentation efforts and information-sharing.

Provide support and coordination, including but not limited to scheduling meetings between stakeholders and other organizational matters as needed.

Other duties as assigned.

#### **REQUIREMENTS**

##### **Competencies**

Excellent writing and communication skills in English, with demonstrated experience in developing written material i.e., reports, talking points, speeches, notes, etc.

Experience in knowledge management and information-sharing, including in developing/managing online knowledge platforms

Experience in planning and coordination in a multi-stakeholder context, including the organization of events.

##### **Required Skills and Experience**

Bachelor's degree in communications, public relations, marketing or relevant field.

Demonstrated knowledge of MS Office Suite (PowerPoint, Excel and Word)

Knowledge of Social Media Platforms (Facebook, Twitter, Instagram, LinkedIn) as well as the use of graphic design or video editing tools, is an asset

Ability to work a flexible schedule with additional work as needed, including weekends and availability during emergencies.

Excellent verbal and written communication skills (both, in Spanish and English)

Ability to follow all policies and procedures

License/Certifications

N/A

Travel Requirements

20%

Physical Demands

- Stationary Position: Constantly
- Pushing/ Pulling/ Reaching: Seldom
- Climb: Seldom
- Kneel: Seldom
- Grab: Seldom
- Bend: Seldom
- Lift/ Carry over: 10-30 LBS
- Vision: 20/20 Corrected
- Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom
- Working near or on moving mechanical parts: N/A
- Working near or on heavy machinery: N/A
- Working in high places: N/A
- Exposed to fumes or airborne particles: N/A
- Exposed to toxic or caustic chemicals: N/A
- Frequency of working in outdoor weather conditions: Seldom
- Work with electricity: N/A
- Work with explosives: N/A
- Work on or near a source of radiation: N/A
- Loud Noise conditions (above 87 db): N/A
- Other environmental factors including weather conditions: N/A
- Other: N/A

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**JOB TITLE:** Administrative Coord, Environmental

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator is responsible for assisting senior leadership with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

Coordinate administrative matters of a department including, but not limited to processes and preparation of reports related to human resources, payroll, budget, purchase orders and general services in order to ensure compliance with applicable laws, regulations, policies, rules and procedures.

Assist department with all functions of the daily operations.

This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, providing information by answering questions and requests, etc.

Assists the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions.

Maintain and monitor department schedules.

Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc.

Receive invoices and monitor invoice approval, work with accounting for department.

Make purchases corresponding to the department.

Greet visitors and determines whether access to specific individuals is permitted.

Read and analyze incoming memos, submissions, and reports to determine significance level and plan their distribution.

Self-starter with the ability to work independently while supporting the needs of the team.

Excellent verbal and written communication skills.

Strong decision-making skills.

Proficient in computer applications such as Microsoft Office.

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow policies and procedures.

**REQUIREMENTS**

2 to 5 years of experience in an administrative assistant capacity.

Experience in administrative writing and reporting.

Preferred

Bilingual Language - Written and Oral (Spanish and English).

3+ years of experience in an administrative assistant capacity.



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**JOB TITLE:** Engineer, Protection and Control

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Engineer, Protection and Control is responsible for coordinating and performing engineering activities related to Protection and Control asset management. The role requires a well-rounded technical aptitude, strong problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Continually innovate and mature Protection and Control (P&C) data governance, data quality, data access and decision-making tools and processes

Responsible for Protection and Control (P&C) asset management practices

Pursue initiatives to improve the P&C Asset Management information, reporting, analytics, processes and training

Develop, integrate, and implement P&C asset strategies

Initiate process improvements, changes to practices, or recommendations in the field as required

Review functional specifications for completeness and consider practical limitations of new project scope

Monitor, manage and demonstrate P&C operating regulatory compliance (CIP, NERC, etc.)

Coordination of new technology implementation activities as a member of a multi-disciplinary team of engineers

Work planning, coordination, and cost estimating

Develop, support and improve substation P&C equipment specifications

Participate in procurement of substation equipment for new technology implementation

Provide construction support with the disciplines for construction issues to ensure timely and accurate response

Follow, develop and improve engineering processes and standards related to asset management

Participate and lead design initiatives, including presentations to the engineering group and senior management

Monitor, evaluate and report upon the P&C progress, accomplishments and cost metrics of the various programs and projects

Assist the Supervising engineer, Protection and Control in managing engineering contractors

Provide technical support to field organizations

Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications

Business knowledge in the utility and regulated environment

Working knowledge of Operations groups and the challenges they face day-to-day

Strong interpersonal and relationship development skills with the ability to effectively interact with internal and external customers

Strong verbal and written communication skills

Ability to prioritize assignments to meet commitments and to deal with engineering issues in a timely fashion

Problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope  
Ability to coach and mentor more junior engineers and designers  
Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures  
Perform other duties as assigned

## **REQUIREMENTS**

### Education

Bachelor of Science Degree in Engineering

Minimum four (4) years of experience in a Utility environment applying sound judgment in decision-making

### Experience

Bachelor of Science Degree in Electrical Engineering

Previous experience working in Protection and Control for Transmission Systems

### License

Professional Engineer or Professional Licensee designation

Valid driver's license

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**JOB TITLE:** Apprentice Lineworker, 1st Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under the supervision of a licensed Journeyman Lineworker, this position will build, install, repair, maintain, construct, and troubleshoot overhead transmission lines, overhead distribution lines, substations, and communication systems.

We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

Constructs, maintains, and operates all aspects of the Transmission and Distribution Utility System for LUMA

Accountable for a industry leading safety culture for oneself, coworkers and the public.

Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions.

Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.

Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations

Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so.

Operates all equipment properly and safely including following the rules of the road while driving an vehicle

Performs emergency repairs, Trouble Shooting and electrical restoration safely and efficiently

Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, helicopters, or other specialized equipment

Works on Transmission and Distribution Energize Circuits by using approved "Live line" methods and standards

Operates RBDs (Radial Boom Devices) and other Utility equipment once trained

Utilizes rigging block and tackle and winches to raise and lower equipment

Install, remove, trouble shoot and read self-contained, and instrument metering

Good interpersonal skills and team focus coupled with the ability to follow instruction and procedures

The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process

Other duties as assigned - Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

## **REQUIREMENTS**

### Education

An apprentice must be at least 18 years of age.

High school diploma or GED equivalency.

### Experience

Minimum three (3) months of LUMA On-Job-Training in any job classification within LUMA and IBEW local 222 Collective Bargaining Agreement.

### License/Certifications

A valid driver's license is required and must be able to obtain a Class "9" CDL within the first year of apprenticeship.

Pass the Apprentice Power Lineworker Entrance Exam

Pass Climbing School

Valid First Aid

CPR (Cardiopulmonary Resuscitation)

AED (Automated External Defibrillator)

### Travel Requirements

80%

### Physical Demands

Stationary Position: Constantly

Pushing / Pulling / Reaching: Constantly

Climb: Constantly

Kneel: Constantly

Grab: Constantly

Bend: Constantly

Lift / Carry Over: 50 LBS

Vision: Vision acuity to operate a vehicle

Hearing: Receive detailed information if spoken to

### Working Conditions

Wet or Humid: Constantly

Working near or on moving mechanical parts: Constantly

Working near or on heavy machinery: Constantly

Working in high places: Constantly

Exposed to fumes or airborne particles: Constantly

Exposed to toxic or caustic chemicals: Constantly

Frequency of working in outdoor weather conditions: Constantly

Work with Electricity: Constantly

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud noise conditions (above 87dB): Constantly

Other Environmental Factors including weather conditions: Constantly

Other:

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**JOB TITLE:** Summer Associate, Regulatory

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and

verbal reason to support compliance and reporting.

This position will provide support regulatory filing teams in providing high quality service and work product while meeting regulatory filing requirements and deadlines. This position will also provide research, analysis, and review as requested to support regulatory filings and activities.

**JOB DESCRIPTION:**

Conduct secondary research on current energy topics.

Support preparation of regulatory policy analysis including position papers, review of previous filings, and communication documents for broader company.

Analyze internal and/or external data and develop models as necessary, including pro forma adjustments to historical information related to revenue requirements, rates in general and budgets or other analysis needed for filings.

Ability to develop and use a variety of analytical approaches to synthesize information, identify patterns, solve issues and make recommendations.

Draft and/or review sections of regulatory filings.

Collaborate within Regulatory teams and with other parts of the business to facilitate smooth reporting to regulators.

Show ability to work independently and collaboratively with diverse teams and work groups across the organization.

Strong communication skills (both verbal and written) and a demonstrated ability to work effectively across all levels of the organization and with external stakeholders.

Proficient with Microsoft Office products, (in particularly Excel and Word) and databases.

Desire to seek out experiences and opportunities to develop and try new skills and knowledge.

Participate in training and staff development as necessary.

Follow all policies and procedures.

Performs other job-related duties as assigned.

**REQUIREMENTS**

Education

Applicants must be a current undergraduate (with at least three full years) or graduate student in a Business, Engineering, Economics program or related field from an accredited university or college and in good academic standing (3.20 GPA or better).

Bilingual (Spanish/English) is preferred.

\*Please include current GPA in your resume.

Copy of transcripts may be requested later in the process.

Application Deadline: April 1, 2022

Travel Requirements

Travels: No

Percent of Time: N/A

Overnight Required: No

Physical Demands

Stationary Position -Seldom

Pushing/Pulling/Reaching -Seldom

Climb-Seldom Kneel-Seldom Grab-Seldom

Bend-Seldom

Lift/carry over- 5 - 10 LBS

Vision-20/20 Corrected

Vision Hearing-Receive detailed information if spoken to

Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts-N/A

Working near or on heavy machinery -N/A

Working in high places - N/A

Exposed to fumes or airborne particles -N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)-N/A

Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** NOC IT OT Supervisor

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the leadership and development of the IT/OT Telecom Engineering team in order to meet strategic deliverables and project targets. The leader will drive the overall telecommunications plan and roadmap to support utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

Comprehensive understanding of carrier technologies and equipment and how it ties to the business

Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines

Experience designing and testing time sensitive protection circuits

Experience in telecom tower design

As the owner of the Telecom Design Control Document ensure standards are followed and updated

Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations.

Responsible for engineering practices in the group and manages escalated engineering issues

Initiates process improvements, preparation and changes to standards, or recommendations in the field as required

Monitors consolidated business metrics to ensure targets are met and identify trends, issues

Ensures competency of staff by ensuring there is professional responsibility for all Engineering work

Optimizes the use of resources across the group and liaisons with the other Managers and Supervisors to ensure operational and strategic targets can be met

Provides leadership and direction for new initiatives within the group and to senior leaders.

Develops and manages the strategic application of human resources within the IT/OT Engineering Group

Ensures all direct employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated

Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment

Managing and maintaining relationships with Managers and Supervisors in the field and with peers within and external to LUMA Electric

Supports long-range financial planning within the groups considering customer, community and employee growth expectations

Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25.

Strong technical knowledge of FCC and ISO rules and regulations.

Strong business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

-Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Bachelor of Science Degree in Engineering (Telecommunications)

### **Preferred Education:**

Bachelor of Science Degree in Electrical Engineering (Telecommunications)

### **Experience**

Minimum eight (8) years of experience in a Utility Environment

Proven experience applying sound judgment to make decisions.

Proven ability to manage and resolve conflict

Strong interpersonal and relationship development skills

Strong verbal and written communication skills

Proven leadership skills & ability to nurture/coach professionals & field employees

Previous experience working in public or private carrier or service provider

Previous experience working with Substation and Transmission Line protection design.

### **License and Certifications**

Professional Engineer or Professional Licensee designation.

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**JOB TITLE:** Pilot I, Aviation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for complying with all company, state and federal aviation regulations in order to safely and efficiently operate aircraft to support the operations of the company.

**JOB DESCRIPTION:**

Comply with FAA Regulations, Company Operations Manual(s) and any state, municipal and any domestic or foreign government regulations that may apply

Operate aircraft in a safe and efficient manner, with emphasis on compliance with the appropriate Rotorcraft Flight Manual, Aeronautical Information manual or International Airman's Information Manual, whichever may apply

Work with customers to provide courteous, efficient, reliable and safe service

Submit all appropriate paperwork in a neat and timely manner

Accept duty only when in compliance with flight and duty time regulations and maintain a rested and medically fit condition

Maintain a logbook or other reliable record in accordance with FAR 651 to show recent flight experience requirements. Complete Flight Hour Summary and update resume annually. Complete ongoing pilot training administered by the Chief Pilot. Responsible for keeping all certificates current: pilot, medical, flight instructor if applicable, ratings, etc.

Responsible for safe, proper, and legal conduct of the assigned flight, such as, reducing loads as applicable, ensuring safe landing area, properly brief personnel who will be working around the aircraft, and delaying flights due to weather conditions or other reasons. Responsible for the overall safety of passengers and crew including performing the passenger/crew briefing. Accept responsibility for checking aircraft, preflight, post flight daily and show professionalism

Responsible for the timely and efficient communication with the maintenance department for aircraft needs to minimize aircraft down time and loss of production

Must be willing to be on-call 24 hours, 7 days per week.

Time management skills with the ability to adapt to changing priorities. Team player and strong verbal and written communication skills including technical communication skills. Computer proficiency in required aviation applications

Thorough knowledge and understanding of all Company policies and procedures and applicable FAA Regulations, Operating Certificate, and Operations

Follow all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- High School Diploma

#### Experience

- Employee must hold all applicable licenses to perform the duties and have a minimum of five years aviation and 1500 hours experience. Exam requirements (passed the following exams required for this class): - Knowledge Assessment - Medical examination

#### License/Certifications

- Employee must hold all applicable licenses to perform the duties and have a minimum of five years aviation and 1500 hours experience.

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: Frequently - Other:

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**JOB TITLE:** Third Party Crossing Specialist

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting. The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system. Reporting to the Supervisor, Land Administration, this position will responsible for completing the necessary agreements to allow third parties to cross company infrastructure or to work in proximity to the transmission and distribution system. This position will be a principal point of contact between the organization and the entities outside the organization that need to cross company infrastructure or perform work in vicinity of that infrastructure. This will include receiving the request from the third party, entering the request in the tracking system, assessing the request, completing an agreement using the correct template, complete any technical review required, obtain the necessary approvals to issue the agreement, and send the agreement to the third party and the correct operating district within the required timeframes.

**JOB DESCRIPTION:**

Complete agreements with third parties that need to cross company infrastructure or work in vicinity of the transmission and distribution lines using approved template agreements

Provide a principal point of contact with entities or persons outside the company to receive information and explain requirements

Assess requests received to ensure that the information required to complete an agreement has been provided and to determine the correct agreement template to use

Communication with internal and external parties to properly process agreements

Ability to manage time and use tracking system to ensure agreements are completed within the required time frames

Must have the ability and experience to work in a Microsoft Office environment and utilize specialized software where required

Complete all office administration tasks associated with third party agreements

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required: Must have a diploma from a recognized post-secondary institution in law Preferred: Recognition as a lawyer within jurisdiction

### **Experience**

Required: > 1 Year of related experience Preferred: - > 3 Years of related experience - Work experience in land rights field is an asset. - Work experience in an electrical utility with knowledge of land rights is an asset.

### **License/Certifications**

Required Licenses/Certifications Requeridas: - Paralegal Preferred Licenses/Certifications: - Lawyer

### **Travel Requirements**

Travels: Yes Percent of time: 5% Overnight required: No

### **Physical Demands**

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Building Operator

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Building Operator performs inspections, maintenance and repairs to heating, air conditioning and electrical equipment at all facilities. Must ensure that all appropriate building and municipal codes and regulations are adhered to. Is responsible for maintenance of the parking areas, landscaped areas, and other associated facility equipment and systems. This position will support tenant services, capital, leasehold functions and activities where required.

**JOB DESCRIPTION:**

Carry out the day-to-day execution of operations and maintenance programs to ensure uninterrupted tenant operations and that asset integrity is maintained.

- o Perform and/or coordinate inspections, audits, maintenance and repairs to the air movement and heating systems including air conditioners, boilers, radiators, pumps, exhaust fans, overhead heating systems and fire suppression systems.
- o Repair and replace plumbing fixtures, pipes, motors and pumps as required.
- o Check and replace all belts on electric motors and compressors, ensure standby-by equipment is operational.
- o Adjust thermostats and mixing boxes.
- o Responsible for the replacement of light fixtures and ballasts.
- o Perform general building maintenance and Preventative Maintenance as required. Maintain daily equipment and meter reading logs where required. Monitoring of the Building Management System within defined zones.
- o Conduct detailed inspections to ensure that scheduled and periodic maintenance of building, equipment, and external areas have been completed.
- o Adhere to provincial OH & S, safety policies/procedures and operate equipment, systems, and tools in a safe, efficient manner always.

• Coordinate renovations, repairs, cleaning and other services with contractors as required. Ensure contractors comply with company safety policies and procedures and acts as on-site supervision. Completes site safety orientations with contractors. Address concerns with contractors when requested by supervisor. Ensures updates to CAD or PDF mechanical, electrical, structural, furniture, or architectural drawings are submitted in real time.

Coordinate general maintenance of the parking lots and grounds, including maintenance and repair of the underground sprinklers.

- o Liaise with Capital, Design, and Tenant Services teams to ensure turnover of O&M manuals, warranties or other supporting documentation.
- o Ensures parts or equipment data is uploaded into asset management system to set up preventative maintenance schedules.
- o Perform or coordinate general cleaning activities including the cleaning of electrical, caretaker, and generator rooms as required.
- o Co-ordinate and communicate with building occupants affected by project work.
- o Co-ordinate and/or perform shut down/start-up of building utility systems for projects.
- o Inspect new installations and renovations to ensure compliance with the scope of work and all applicable standards.
- o Verify work completion to ensure compliance with the scope of work and all applicable standards.
- o Clean-up of all debris, spills, or messes after all completed activities.

• Respond to service requests and on demand maintenance; request approvals and issue PO's to vendors; record data and ensure completed work meets quality and response requirements.

- o Respond to maintenance/service requests in a courteous and timely manner.
- o Identify problems and provide the service within defined timelines.



Provide information to close service request and record comments for future reference.  
o Utilize W\work order request system for follow up and close out of requests.  
o Assist with security issues  
o Prepare data, forms, reports, policies, and procedures related to position where required.  
• Perform major storm restoration work and associated drills as assigned.  
• Perform other duties as assigned.  
Follow all policies and procedures.

**KNOWLEDGE / SKILLS / ABILITIES**  
Language Skills: English and Spanish  
Intermediate  
Mathematical Skills: Intermediate  
Reasoning Skills/Abilities: Intermediate  
Computer Skills: Computer proficiency in Microsoft Office suite, including Excel, Word and PowerPoint  
Knowledge:  
• Must have strong understanding of financial analysis and accounting.  
• Demonstrated success managing multiple transactions and/or projects.  
**COMPETENCIES**  
• Strong working knowledge of all aspects of building operations and maintenance.  
• Ability to read and understand building floor plans and design drawings.  
• Knowledge of the Building Acts and Codes an asset.  
• Ability to understand and apply contract terms  
• Requires excellent oral and written communication skills, interpersonal skills and computer literacy.  
• Must have impeccable attention to detail.  
• Articulate, crisp, polished. Strong presentation skills, both internally and externally.  
Ability to represent the company well with customers, partners, liaisons, etc.  
• Must demonstrate strong problem-solving skills.  
• Must be able to think creatively but be a detail-oriented person.  
• Must be a self-starter, high energy and can organize and prioritize work.  
• Ability to work well with others as part of a cohesive team in a fast-paced, dynamic environment.  
• Well respected individual with demonstrated ability to gain the trust of others.  
• Results-oriented with solid negotiation and analytical skills.  
• High level of customer service skills.  
• Able to participate in meeting with all time zones.  
• Ability to perform within tight time constraints.

## **REQUIREMENTS**

**Required Education and Experience** • Grade 12 diploma or equivalent • 3-5 years of progressive facilities experience  
**Preferred Education and Experience** • Certified or able to become a Scissor Lift Operator.

**Required Licenses/Certifications** • Electrical, HVAC, and/or Plumbing Certificate is preferred • Must submit Drivers Record Certification. Class 3 will be accepted.  
• Certification for the following disciplines is preferred: Occupational Health and Safety, Hazard Communication, OSHA trainings, Standard First Aid CPR, Fall Protection. Will provide training as necessary.

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**JOB TITLE:** Data Analyst and Developer

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Data Analyst & Developer creates detailed specifications for Extract Transform and Load (ETL) design / development / support, and then transforms those designs into system capabilities utilizing standard coding tools and processes. The Data Analyst & Developer ensures that development solutions meet defined technical, functional, and service level requirements and standards. The Data Analyst & Developer oversees consistent quality in handoffs between development to deployment and operations while incorporating continuous process improvement and feedback.

**JOB DESCRIPTION:**

Build software components (including prototype code, new code, interfaces, etc.) in accordance with the relevant requirements, system and software architectures, design, and coding standards

Develop Extract, Transform & Load (ETL) packages and data pipelines to integrate disparate data sources into a data warehouse platform to support business reporting and analytics

Write and performs unit testing of software components and integration programs, including the design, implementation, evaluation, and execution of unit tests

Integrate data sources and through web development tools publish pages and sites

Performs data profiling of source data to identify data quality issues and anomalies

Optimize current processes to meet revised service level objectives and projected use

Establish, collaborate on and maintain software procedures and best practices

Stay current with technology trends and apply this knowledge to propel business success

Identify any potential issues and risk associated with specific development activities

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

**REQUIREMENTS**

Education

Preferred:

Bachelor's degree in Computer Science/Technology related field

Required:

ETL development using Microsoft SSIS (or other leading ETL tool) on a data warehouse or advanced analytics project

Proficient in dimensional data models, data warehouse architecture and ETL design patterns

Proficient in Web programming and design

Experience in SQL and data integration, writing complex queries. Hands on experience in developing complex Stored Procedures, Functions, Triggers, Views, Cursors, Indexes, CTE's, Joins and Sub queries with T-SQL

Able to demonstrate strong data analysis skills, using SQL to extract and profile to assess data quality

1 Year of experience in related field

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**JOB TITLE:** Manager, Media and Digital Brand Strategy

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Media and Digital and Brand is responsible to lead, develop and support a team of marketing and communications advisors and/or senior advisors, to execute with excellence against a portfolio of projects. Utilizing strong leadership skills, this role will inspire and shape the planning and execution of marketing and communications strategies to support business priorities and drive value for the organization. The role is responsible to lead a team of Marketing & Communications professionals in creating and executive marketing and communications plans to support media and our digital brand strategy. This role owns the direction and execution of LUMA's strategic efforts to increase brand awareness. In addition, this role is responsible for overseeing communications to the media, including preparing articles, press kits, press releases, and other content initiatives. As well as cultivate and manage relationships with media representatives. This role requires the ability to work flexible schedules as needed.

**JOB DESCRIPTION:**

Bring a holistic approach to customer communications as well as an in-depth understanding of how to build a brand, engage with customers and communities  
Develop and execute multiplatform digital communications campaigns  
Oversee earned and paid media campaigns on Google, LinkedIn, Facebook, etc.  
Website content development and performance, with a focus on optimizing user experience  
Strong interpersonal, verbal and written communication skills to cultivate and enhance collaborative working relationships with internal and external stakeholders  
Well-developed project management skills while working under tight deadlines and managing multiple deliverables and priorities  
Advanced skills in Microsoft Office applications and programs (Word, Excel and Power Point)  
Perform emergency response communications roles, as assigned.  
Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required Education and Experience - A Post-Secondary Diploma or Degree in Communications, Marketing, Public Relations, journalism or a related field, experience and equivalencies may be considered  
- Experience developing comprehensive marketing and communications strategies in support of business goals  
- Experience in consulting and liaising with various internal and external stakeholders  
- Experience using communication principles in a corporate setting  
- Exceptional management and leadership competency and experience - > 6 Years

**Experience**

Preferred Education and Experience - Experience with social media and metrics data analysis for optimization - Proficiency in SharePoint or other content management system - Experience working in the energy or utilities sector

#### License/Certifications

- Puerto Rico Public Relations license - Valid Driver's license

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** Billing Supervisor

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Billing Services Manager, this position brings professional skills, abilities, and knowledge to the Billing Services team in performing the analysis of bills with billing exceptions of all types across all LUMA customer segments (residential, commercial, industrial and governmental) to ensure that accurate bills are issued on a timely basis. The Billing Services Supervisor is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring a well-executed Billing Services process to support realization of key performance metrics. Supervisor will ensure business operations meet customer service delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes and procedures. Responsibilities also include developing business cases, assisting with budget and business plan development, and managing expenditures.

This position is responsible for leading the Bill Print & Delivery (BP&D) team in facilitating the timely printing & delivery of customer bills for all LUMA customer segments (residential, commercial, industrial and governmental). Responsibilities include printing customer bills on a monthly basis, delivering customer bills through printed and electronic channels (e.g., U.S. Mail, eBill), and putting in place a 'returned mail' process to effectively manage all bills returned as 'undeliverable.' In addition, the Supervisor is responsible for overseeing process improvement initiatives, identifying root cause issue(s), collaborating with "upstream" and "downstream" LUMA stakeholders to improve performance, and utilizing appropriate bill print and delivery technology solutions. In addition, supervisor is responsible for ensuring employees are highly motivated and focused on delivering excellence in customer solutions and accurate billing exception management.

**JOB DESCRIPTION:**

Billing Supervisor - Specific Roles

Implement a best in class approach for the identification, analysis, and processing of bills with billing exceptions at LUMA for all customer types.

Assess billing exception management processes and identify, size and prioritize improvement opportunities to drive continuous improvement.

Develop collaborative workflow processes with intra-Billing Services Teams.

Manage team of Customer Care Representatives in the identification, analysis and timely processing of billing exceptions.

Implement a best in class approach for the printing and delivery of LUMA utility bills to all customer types as well as the managed of shipped bills returned as 'undeliverable'.

Assess bill printing, enveloping, shipping and returned mail processes and identify, size and prioritize improvement opportunities to drive continuous improvement.

Develop and prioritize improvement opportunities into gap closure improvement plan(s) with linkages to key Customer Experience metrics (e.g., J.D. Power Customer Satisfaction (Residential/Commercial), delayed bills, returned mail as a % of overall mail, etc.).

Develop collaborative workflow processes with Billing Services teams (e.g., Billing, Payments, etc.), with other CX Teams (e.g., Contact Center, Regional CX, etc.) and other LUMA departments.

Manage BP&D vendor relationship to improve processes, meet performance targets, and ensure the timely printing, enveloping and shipping of LUMA customer bills.

Leverage technology platform solutions in partnership with the BP&D vendor for the efficient and effective printing, enveloping and shipping of customer bill.

Enable operational metric / reporting from bill process management/database solution.

Leverage technology platform solutions for the efficient and effective management of billing exception work; enable operational metric / reporting from the work management database solution.

Assess baseline performance metrics as per the O&M agreement (e.g., DSO).

Develop additional performance metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of Billing Exception Management Team performance; produce relevant performance reports (e.g., monthly, quarterly, annual).

#### Billing Supervisor – General Roles

Supports the Manager as a champion to develop a “safety first” culture within the organization.

Lead by example through personal demonstration of Health, Safety and Environment best practices on a daily basis.

Supports the Billing Services area to ensure processes are followed.

Leads assessment to understand root cause and implement corrective actions when targets are not met.

Supports the Manager as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area.

Supports and leads development of work plans to ensure work is completed on time and on budget.

Addresses day to day operating issues and/or escalates to Manager as needed or required.

Monitors business metrics and reporting to ensure targets are met.

Supports the creation and maintenance of a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans.

Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice.

Leads, coaches, and supports employee performance.

Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply.

Ensures that all incidents and near misses are reported, documented, investigated and acted upon including escalation to the Manager with follow up as required.

Fosters good relations with local officials.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

## REQUIREMENTS

### Education

Bachelor's degree

### Experience

6+ Years of Experience.

Experience with Billing applications and technology systems.

Experience in developing and delivering training for billing exception related skills and processes.

Experience with developing and implementation of key performance indicators and organizational assessment metrics.

Experienced in process improvement and process improvement methodologies.

Proficient in the use of common computer applications (e.g., Microsoft Office and CC&B).

Organizational planning and development skills.

Experience in key account relationship management and stakeholder engagement.

Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.

Excellent interpersonal and communication (both written and oral) skills.

Exceptional analytical, decision making, and problem-solving skills.

Exceptional attention to detail.

Strong ability to be resourceful and make prudent decisions in a fast-paced environment.

Preferred

+8 Years of Experience.

License Certification

Required

Valid Driver's License

Preferred Licenses/Certifications

N/A

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**JOB TITLE:** Lead, Dist Outage Scheduler

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Lead Distribution Operations Scheduler will plan, coordinate and schedule outages and permits to ensure the Electric distribution system operates safely and securely. This position is responsible for a safe, reliable and efficiently operated distribution system which is maintained within acceptable voltage ranges and capacity limits. This is accomplished by planning, scheduling, and coordinating maintenance and construction activities involving distribution, transmission, generation, SCADA, Distribution Automation and related communication systems within the Electric system. This position is also responsible for interfacing with other groups such as the transmission and generation facilities, affiliates and any other third-party interfacing with the Electric distribution system.

**JOB DESCRIPTION:**

Assists in Scheduling planned maintenance on distribution system equipment and facilities  
Coordinates with local Team Leads in service points in order to schedule “opportunities” for combined outages, etc.  
Coordinates planned distribution maintenance and construction with other groups  
Provides maintenance and construction schedules, risk assessments and mitigation plans to affected parties  
Reviews and discusses maintenance plans, assessments, and mitigation plans with the Distribution and Transmission Operators as required to ensure coordination and understanding  
Assists and provides direction in the preparation of switching orders  
Monitors day to day operation of the Electric distribution system  
Coordinates operations with other operating entities on the electric system and coordinates the switching of the distribution system for maintenance, construction and commissioning purposes  
Assists with investigations and provides input of incident reports related to switching incidents as required  
Provides input to internal and external practices and procedures for the operation of the distribution system, showing strong problem solving, communications and interpersonal skills  
Provides support, oversight and assists in the approval of switching orders when required  
Reviews procedures and reporting to ensure compliance with operating procedures and practices  
Provides leadership support to the Distribution Operators and Management  
Acting as “Lead” during the development of switching requirements for extensive projects (acts as “one point of contact”, gathers project requirements and combines them with Operational requirements/capabilities, co-ordinates “project switch requirement “ meetings as required between Field group/Distribution Operator/Distribution Scheduling/Other Operational Authorities, Works with assigned Distribution Operator in order to ensure effective communication and deliverables are provided  
Ability to lead in and contribute to staff safety meetings  
Trains Schedulers in policy, procedures and operations  
Performs quality assurance checks on outages requests and permits  
Coaches and mentors the schedulers

Follows all policies and procedures  
Other duties as assigned  
Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

- Minimum 3 years' experience as a Distribution scheduler

### Experience

- > 3 Years

### License/Certifications

- N/A

### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Sr Construction Lead, Substations

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting the Supervisor, Substation Construction; this position is responsible for leading, monitoring and administration of construction work on LUMA transmission or distribution substation projects to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria.

This position supports LUMA through the planning and delivery of the execution phase of new capital projects and responsible for the effective planning, and execution of capital projects.

**JOB DESCRIPTION:**

Assist, guide and mentor Construction Leads to aid in their development and experience.

Supervise complex projects that may include challenging terrain, hotline work, multiple staged outages, helicopter work.

Mentor Construction Leads to ensure they understand policies and procedures.

Accompany and observe Construction Leads in the field until they are competent to supervise independently.

Support the project team by attending meetings and working collaboratively on construction planning and coordination.

Ensure safe work practices, quality assurance, and quality control of contractors work in accordance with contract specification and Puerto Rico Safety Codes, OHS, Environment, etc.

Monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address.

Monitor the construction of all projects for schedule changes and track progress on a daily basis identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract.

Review and approve Contractor procedures for adherence to LUMA established safe practices.

Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Provide daily direction to Construction resources to ensure that LUMA procedures, Quality Assurance and inspection programs are being adhered to.

Act as a liaison with the construction management team, various work groups, and communicate with other department groups regarding project scope, scheduling and other project related information.

Establish good working relationships with multi-discipline project team members, contractors, and any others that have an effect on the quality, schedule and cost of projects.

This position will also manage interface with Contractors during construction including supervision and ensure that all Construction deliverables including construction is completed in accordance with Design and Contract packages.

Perform other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Graduate from a recognized Electrical Engineering Technology Program or trade designation as a Power System Electrician or Lineman. Additional Professional Certifications in Engineering Technology and Power Systems Lineman/Electrician training are preferred.

### **Experience**

Minimum 10 years of work experience in construction of electrical transmission and distribution substation or related utility industry experience; or an equivalent combination of education and experience.

Must be able to work effectively in a fast-paced environment

Must be able to coordinate several major activities at once

Project management training and experience would be considered an asset

Knowledgeable about OH&S Safety Regulations

Excellent, organizational, communication (oral and written), interpersonal and leadership skills.

Team player with ability to prioritize assignments to meet customer needs.

Construction experience in structural assembly and line work would be an asset.

Must be able to understand & interpret engineering, architectural and other construction drawings

Familiarity with relevant legislation – Safety Codes (AEUC), OHS, Environmental, and all applicable Puerto Rico electrical and building codes.

Must be able to understand contract terms and conditions and the ability to manage to the terms and conditions of the contract.

Experience working with all MS Office products including MS Project, Excel, Word and Power Point

Supervisory skills relating to site management of multiple work groups and contractors.

### **Licenses/Certifications**

Valid driver's license

### **Travel Requirements**

Travel: Yes

Percet of Time: Up to 90%

Overnight Required: Yes

### **Physical Demands**

Stationary Position: Frequently

Pushing/ Pulling/ Reaching: Seldom

Climb: Seldom

Kneel: Seldom

Grab: Seldom  
Bend: Seldom  
Lift/ Carry over: Seldom  
Vision: Vision acuity to operate vehicle  
Hearing: Receive detailed information if spoken to  
Working Conditions  
Wet or humid: Seldom  
Working near or on moving mechanical parts: Seldom  
Working near or on heavy machinery: Seldom  
Working in high places: Seldom  
Exposed to fumes or airborne particles: Seldom  
Exposed to toxic or caustic chemicals: Seldom  
Frequency of working in outdoor weather conditions: Seldom  
Work with electricity: Seldom  
Work with explosives: N/A  
Work on or near a source of radiation: N/A  
Loud Noise conditions (abover 87 db): Frequently  
Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Sr Construction Lead, Lines

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Line Construction; this position is responsible for leading, monitoring and administration of construction work on LUMA transmission or distribution line projects to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria.

This position supports LUMA through the planning and delivery of the execution phase of new capital projects and responsible for the effective planning, and execution of capital projects.

**JOB DESCRIPTION:**

Assist, guide and mentor Construction Leads to aid in their development and experience.

Supervise complex projects that may include challenging terrain, hotline work, multiple staged outages, helicopter work.

Mentor Construction Leads to ensure they understand policies and procedures.

Accompany and observe Construction Leads in the field until they are competent to supervise independently.

Support the project team by attending meetings and working collaboratively on construction planning and coordination.

Ensure safe work practices, quality assurance, and quality control of contractors work in accordance with contract specification and Puerto Rico Safety Codes, OHS, Environment, etc.

Monitor the construction of all projects for scope changes and report daily on changes that can impact the project cost or schedule, issue change orders within level of authority or escalate to quickly address.

Monitor the construction of all projects for schedule changes and track progress on a daily basis identifying any issues that could delay the schedule, provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address.

Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract.

Review and approve Contractor procedures for adherence to LUMA established safe practices.

Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use

Provide daily direction to Construction resources to ensure that LUMA procedures, Quality Assurance and inspection programs are being adhered to.

Act as a liaison with the construction management team, various work groups, and communicate with other department groups regarding project scope, scheduling and other project related information.

Establish good working relationships with multi-discipline project team members, contractors, and any others that have an effect on the quality, schedule and cost of projects.

This position will also manage interface with Contractors during construction including supervision and ensure that all Construction deliverables including construction is completed in accordance with Design and Contract packages.

Perform other duties as assigned  
Perform major storm restoration work and associated drills as assigned  
Follow all policies and procedures

## **REQUIREMENTS**

### Education

Graduate from a recognized Electrical Engineering Technology Program or trade designation as a Power System Electrician or Lineman.

### Experience

Minimum 10 years of work experience in construction of electrical transmission and distribution lines or related utility industry experience ; or an equivalent combination of education and experience.

Must be able to work effectively in a fast-paced environment

Must be able to coordinate several major activities at once

Project management training and experience would be considered an asset

Knowledgeable about OH&S Safety Regulations

Excellent, organizational, communication (oral and written), interpersonal and leadership skills.

Team player with ability to prioritize assignments to meet customer needs.

Construction experience in structural assembly and line work would be an asset.

Must be able to understand & interpret engineering, architectural and other construction drawings

Familiarity with relevant legislation – Safety Codes (AEUC), OHS, Environmental, and all applicable Puerto Rico electrical and building codes.

Must be able to understand contract terms and conditions and the ability to manage to the terms and conditions of the contract.

Experience working with all MS Office products including MS Project, Excel, Word and Power Point

Supervisory skills relating to site management of multiple work groups and contractors

### Licenses/Certifications

Valid driver's license

### Travel Requirements

Travel: Yes

Percent of Time: Up to 90%

Overnight Required: Yes

### Physical Demands

Stationary Position: Frequently

Pushing/ Pulling/ Reaching: Seldom

Climb: Seldom

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Seldom

Vision: Vision acuity to operate vehicle

Hearing: Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: Seldom

Working near or on heavy machinery: Seldom

Working in high places: Seldom

Exposed to fumes or airborne particles: Seldom

Exposed to toxic or caustic chemicals: Seldom

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: Seldom

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): Frequently

Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Planning Engineer, Strategic Proj and Spec Studies

**DEPARTMENT:**

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor of Engineer, Strategic Projects and Special Studies, this position is responsible for coordinating and performing engineering activities related to Transmission, Distribution, and Generation Interconnection Planning. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

Assist in the planning of mini-grids and backbone transmission planning reinforcement.  
Identify and plan microgrids, conducting energy balance, resource adequacy, steady-state, dynamic, performance grounding and interconnection studies.  
Perform load and generation interconnection analysis.  
Development and maintenance of black start strategies.  
Develop, review and authenticate planning documents.  
Develop, support and improve single line diagrams.  
Assist the Senior Engineer and Supervisor in day-to-day activities, such as reporting and project delivery.  
Coordination of planning activities as a member of a multi-disciplinary team of engineers.  
Prepare presentations to the planning team and peers.  
Create business cases to justify system improvements.  
Lead and support capital maintenance and customer-driven projects.  
Lead and support strategies and long-term investment plans.  
Follow, develop and improve planning processes and standards.  
Be an integral player in capital projects, coordinating interactions with Engineering, Capital Projects and Asset Management.  
Provide technical support to field organizations and Operations.  
Any and all duties below this classification.

**REQUIREMENTS**

**EDUCATION REQUIRED**

Bachelor of Science Degree in Electrical Engineering (4 or 5 years) from an accredited institution.

**PREFERRED EDUCATION**

Advanced degree (M.Sc. or Ph.D.) in power systems

PMP Certification (Project Management Professional)

**EXPERIENCE REQUIRED**

Experience in power flow, short-circuit, motor starts, and power system transients by using commercial software such as CYME, Synergi, OpenDSS, PSS/E, PSCAD, EMTP-RV, or equivalent.

Technical knowledge in applicable NERC Standards.

Technical knowledge in microgrids and mini grids.

Business knowledge in the utility & regulated environment.

Proven experience applying sound judgment to make decisions.

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Ability to effectively interact with internal and external customers.

Excellent team player and ability to prioritize assignments to meet commitments.

Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.

Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.

Human resources skills to mentor engineers-in-training.

Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.

Follows all policies and procedures.

Other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

This experience is normally obtained with a B.Sc. degree and 4 years of utility experience, or a M.Sc. degree and 2 years of utility experience.

#### LICENSES / CERTIFICATION

Professional Engineer or Professional Licensee designation

#### SUPERVISORY RESPONSIBILITIES

#### TRAVEL REQUIREMENTS

Travels: Choose an item.

Percent of Time: Choose an item.

Overnight required: Choose an item.

#### PHYSICAL DEMANDS

If one-third of the time – “seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time – “constantly”

Stationary Position: Choose an item.

Pushing / Pulling / Reaching: Choose an item.

Climb: Choose an item.

Kneel: Choose an item.

Grab: Choose an item.

Bend: Choose an item.

Lift / Carry Over: Choose an item.

Vision: Choose an item.

Hearing: Choose an item.

WORKING CONDITIONS:

Wet or Humid: Choose an item.

Working near or on moving mechanical parts: Choose an item.

Working near or on heavy machinery: Choose an item.

Working in high places: Choose an item.

Exposed to fumes or airborne particles: Choose an item.

Exposed to toxic or caustic chemicals: Choose an item.

Frequency of working in outdoor weather conditions: Choose an item.

Work with Electricity: Choose an item.

Work with explosives: Choose an item.

Work on or near a source of radiation: Choose an item.

Loud noise conditions (above 87dB): Choose an item.

Other Environmental Factors including weather conditions:

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**JOB TITLE:** Quality Mgmt Analyst

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead, Quality Management, this position is responsible for assisting and facilitating any PMO quality management for the Capital Programs department. This role is responsible for effectively supporting quality assurance and control on any PMO-produced processes, standards, and artifacts to ensure the organization can quickly learn and adapt to them. This role will be responsible for assisting in ensuring compliance and adherence against internal and external regulations; and for conducting comprehensive reviews and audits of each project phase of the project life cycle.

**JOB DESCRIPTION:**

Assist in the creation and implementation of quality management strategies and plans to achieve excellence through quality.

Consult with Managers and/or Sponsor to identify suitable projects for Audits based on successes and opportunities for continuous improvement.

Meet with Project Managers at the end of each phase to review the utilization of methodologies and tools. Identify gaps against applicable Regulatory & Legislation and develop recommendations for review with the PMO Manager.

Assist in the development of recommendations for review/approval with applicable Manager(s) and/or Project Sponsor.

Assist in the preparation of monthly reports for the PMO Manager advising on the progress of Audits, including performance on utilization metrics.

Consolidate monthly reports into a high-level, quarterly report for review by Senior Management.

Working with PMO Team and technical writer(s), create & amend audit methodologies and tools to incorporate recommendations.

Assist in the implementation and/or improvement of a Lessons Learned Program, communicating and evaluating them and supporting continuous improvement of the organization through this program.

Support the review and approval function for finalizing updated documentation.

Ensure finished documentation is posted to the PMO SharePoint and metadata is updated as required.

Regularly communicate with Project Managers the audit status of their projects.

Be available and open to Project Managers wanting to provide comments and suggestions.

Present Audit highlights at monthly knowledge transfer sessions.

Support on the establishment, monitoring, and reporting on project management (utilization) audit metrics, prepare reports, and present key audit findings to senior management.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Undergraduate degree in Engineering, Commerce, Economics, Business, or Technical Institute.

Project Management training/certification (i.e. PMP) or equivalent relevant experience would be considered an asset.

## Experience

Minimum of 3 years of Project Management experience in a utility or EPC environment.

Experience with Quality Management methodologies would be considered an asset.

Excellent written and verbal communication skills as well as advanced listening and comprehension skills.

Ability to remain flexible, adapt, and quickly comprehend project influences from other LUMA Departments (as required).

Excellent time management skills to effectively generate, prepare and manage quality work under stringent timelines.

Excellent organizational skills and strong ability to prioritize and execute multiple work requirements simultaneously.

Ability to work independently and collaboratively on projects and exercise discretion and confidentiality where required.

Proficient in Microsoft Office and SharePoint applications.

## License/Certifications

- Valid Driver's License.

## Travel Requirements

Office based

Travel: Up to 10%

## Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

## Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Change Mgmt, Training Analyst

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead, Change Management, this position is responsible for assisting and facilitating any PMO change management for the Capital Programs department. This role is responsible for effectively supporting the implementation of changes on any PMO-produced processes, standards, and artifacts to ensure the organization can quickly learn and adapt to them.

**JOB DESCRIPTION:**

Assist in the creation and implementation of change management strategies and plans that maximize employee adoption.

Responsible for assisting and supporting the assessment, design, development, delivery, and evaluation of training and development throughout the LUMA Capital Program department with a focus on leading training programs and projects.

Provide consultation to supervisory staff with respect to the application of training and development processes and policies, related legislation, and related technologies and tools.

Collaborates with SME's to ensure training content follows standards and is in accordance with the training model, as well as scheduled training sessions.

Design training curriculums and run successful meetings and workshops in organizational settings

Maintain relationships with project management teams and other stakeholders through regular meetings.

Manage employees' subscriptions to conferences and e-learning courses

Research and recommend learning equipment (e.g. platforms and projectors)

Participate in the research, development, and implementation of programs to meet individual needs.

Continually looking for process, tools, forms, templates improvements and providing alternatives for short and long-term solutions, including recommendations. Once approved, manage and direct their implementation.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Undergraduate degree in Engineering, Commerce, Economics, Business, or Technical Institute.

Experience

Minimum 3 years previous experience in a similar role/industry.

Project Management experience in a utility or EPC environment.

Project Management training/certification (i.e. PMP) or equivalent relevant experience is considered an asset.

Background in change management tools and workflows.

Association of Change Management Professionals membership would be considered an asset.

Experience with training development and delivery would be considered an asset.

Team player, interpersonal skills, and conflict resolution.

Demonstrated ability to work as an effective team member and independently in the community.

Superior written and oral communication skills with attention to detail.

License/Certifications

Valid Driver's License.

Travel Requirements

Office based

Travel: Up to 10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to.

Working Conditions

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:



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**JOB TITLE:** Dispatcher, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Dispatcher is responsible for monitoring unplanned work requests within the system and communicating with available field staff within the operations department to respond to these requests. The dispatcher maintains ongoing communication with the field staff and monitors the completion of the unplanned work request, ensuring it is completed and tracked in the work management system.

#### **JOB DESCRIPTION:**

As the link between the unplanned work requests impacting the system, and the field staff able to respond to those requests, this role will operate in a high pace and exciting environment that will include the following duties: - Communicate directly with field staff to dispatch work crews from across the LUMA system. - Work closely with the other dispatchers on the shift to coordinate the effective and efficient deployment of available on-call resources. - Help coordinate missing information, other data on customers, the system, location, etc. that will help field-based crews locate or perform the work. - Monitor work completions by field crews or individual staff to track completions and status within the work management system. - Help identify available resources or possible ways of combining numerous requests to make responses more efficient. - Once work is dispatched, work closely with other stakeholders to ensure excellent communication and resolve unforeseen issues related to the system, the customer, or weather restraints, in order to maintain operational metrics related to safety, system integrity, quality, customer experience and schedule. - Once work is dispatched, work closely with the System Control Centre and dispatchers to ensure switching orders are properly initiated, executed, and closed-out. - When necessary, support outage planning by coordinating with the System Operations Centre and field staff who have the local system knowledge). - Support Operational Excellence initiatives and discuss lessons learned to help continuously improve the dispatch function. - Working on a shift rotation basis to ensure dispatch support is provided 24/7 every day of the year. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

Required: - High school diploma Preferred: - Associate degree in Engineering or related field. - Or a combination of education (Associate Degree, High School diploma) and experience in dispatching services, monitoring service, customer service will be considered. - Possess the following skills: Communication, Analytical skills, Decision Making, Detail oriented, People skills, Multitasking, Organization skills, Teamwork, Emotional control.

##### **Experience**

Required: - 1 - 2 years of experience in a utility or construction environment; or an equivalent combination of education, training, and experience. Preferred: - 2 years of dispatching experience in a utility or

construction environment. - Knowledge in Microsoft (Word, Excel, and PowerPoint) - Manage the English language (written and spoken)

#### License/Certifications

Valid driver's license.

#### Travel Requirements

5%

#### Physical Demands

Stationary Position: Constantly Pushing / Pulling / Reaching: Seldom Climb: Seldom Kneel: Seldom Grab: Seldom Bend: Seldom Lift / Carry: Seldom, up to 20lbs Vision: Vision acuity to operate a vehicle Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

Wet or Humid: Seldom Working near or on moving mechanical parts: Seldom Working near or on heavy machinery: Seldom Working in high places: Seldom Exposed to fumes or airborne particles: Seldom Exposed to toxic or caustic chemicals: Seldom Frequency of working in outdoor weather conditions: Occasionally Work with electricity: Occasionally Work with explosives: Seldom Work on or near a source of radiation: Seldom Loud noise conditions (above 87 db): Seldom Other environmental factors including weather conditions: Seldom Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Transmission Planning

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director Of Planning and Renewable Integration, this position is responsible for the leadership and development of a Planning team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

Approves studies for large load and DER interconnection projects. Take overall control of timeliness and quality of connection studies

Review and approve special studies that require advanced system analysis skills such as DER and energy storage studies, and other studies that involve transient analysis or new technology

Coordinate with the system operator in long term load and DER forecast

Coordinate the planning of minigrids and microgrids

Identify system deficiencies and initiate distribution deficiency reports to build new substations or adopt new initiatives as development alternatives to ensure proper distribution system supply

Responsible for distribution planning practices in the group and manages escalated issues

Initiates process improvements, changes to distribution planning standards, or recommendations as required

Monitors consolidated business metrics to ensure targets are met and identify trends, issues

Ensures competency of staff by ensuring there is professional responsibility for all Planning work

Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met

Provides leadership and direction for new initiatives within the group

Develops and manages the strategic application of human resources within the Planning Groups

Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning

Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated

Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment

Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Energy.

Supports long-range financial planning within the groups considering customer, community and employee growth expectations

Proven experience applying sound judgment to make decisions.

Proven ability to manage and resolve conflict.

Strong interpersonal and relationship development skills.

Strong verbal and written communication skills.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Strong business knowledge in the utility & regulated environment

Working knowledge of our Operations groups & the challenges they face day to day

Proven leadership skills & ability to nurture/coach professionals & field employees

Strong technical knowledge in power flow, short-circuit, motor starts, power quality issues such as harmonics and flicker

## **REQUIREMENTS**

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**JOB TITLE:** Associate CX Advisor

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Associate Customer Experience Advisor (ACXA) is the first contact with the customer when calling about an inquiry, issue or requested action. The ACXA is responsible for demonstrating professionalism when answering calls from Customers, such as those regarding new account setup, payments, billing inquiries, usage, meter readings, service issues, service requests, etc. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, night and weekends shifts.

**JOB DESCRIPTION:**

Answer incoming calls from customers for basic call types, such as payments and billing questions, outages and emergencies, and maintenance orders

Provide a positive customer experience by showing empathy and understanding along with a knowledge of the situation brought forward

Utilize functionality from CC&B and other applications to assist the customer and proactively identify issues

Strive for First Call Resolution and a positive CSAT

Document details within CRM/CC&B regarding the conversation with the customer and actions taken

Complete outbound calling as required

Ensure complex and time-consuming calls are transferred for escalations and customers are assured the call is being escalated to assist with issue resolution

Demonstrates strong interpersonal skills through effective verbal and written communication with a focus on customer service and the ability to manage and resolve conflict

Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook). General knowledge in Computer Systems and platforms

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

**REQUIREMENTS**

Education

High School Diploma or Equivalent (GED)

Preferred

Bachelor's Degree

Experience

< 1 Year of experience in Customer Service

Preferred:

1+ year of experience un Customer Service

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

Stationary Position -Constantly

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (abover 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Associate CX Advisor, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Associate Customer Experience Advisor (ACXA) is the first contact with the customer when calling about an inquiry, issue or requested action. The ACXA is responsible for demonstrating professionalism when answering calls from Customers, such as those regarding new account setup, payments, billing inquiries, usage, meter readings, service issues, service requests, etc. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, night and weekends shifts.

**JOB DESCRIPTION:**

Answer incoming calls from customers for basic call types, such as payments and billing questions, outages and emergencies, and maintenance orders

Provide a positive customer experience by showing empathy and understanding along with a knowledge of the situation brought forward

Utilize functionality from CC&B and other applications to assist the customer and proactively identify issues

Strive for First Call Resolution and a positive CSAT

Document details within CRM/CC&B regarding the conversation with the customer and actions taken

Complete outbound calling as required

Ensure complex and time-consuming calls are transferred for escalations and customers are assured the call is being escalated to assist with issue resolution

Demonstrates strong interpersonal skills through effective verbal and written communication with a focus on customer service and the ability to manage and resolve conflict

Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook). General knowledge in Computer Systems and platforms

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

Perform other duties as assigned

**REQUIREMENTS**

Education

High School Diploma or Equivalent (GED)

Preferred

Bachelor's Degree

Experience

< 1 Year of experience in Customer Service

Preferred:

1+ year of experience un Customer Service

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

Stationary Position -Constantly

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to

Working Conditions

Wet or humid: Seldom

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: Seldom

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (abover 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Project Manager, Architecture and Design

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Project Manager (PM) will lead the initiation, execution, and closing phases of Architecture and Design projects. The position applies project management concepts and ensures projects follow internal project management processes. Some of the activities will include creating project charters, estimating using historical costs and experience, scheduling, cost and schedule tracking, cost forecasting, project close, and lessons learned. The PM would be required to lead relatively difficult projects. The PM is responsible for the overall success of all aspects of the project and will be able to work with limited support.

#### **JOB DESCRIPTION:**

Analyzes project scope to ensure it is complete and clearly defined. • Performs field check assessments. • Reviews and provides technical approval of architectural designs, drawings, and documentation for accuracy, completeness, and adherence to sound professional architectural design principles and ensuring that they meet client requirements. • Responsible for development of aesthetic appearance, building layout, building envelope, and interior finish systems for construction projects. • Reviews and approves shop drawings and equipment submittals. • Prepares and presents design proposals to customers following established design standards. • Produce detailed drawings utilizing computer-aided design (CAD). • Prepare tender and planning applications and presentations. • Leads the project kick-off team meeting. • Escalates major issues to the Manager in a timely manner. • Writes/reviews project charters. • Conducting architectural and engineering studies and analyses for projects with special considerations. • Providing design and engineering analysis to determine cost-effectiveness of mitigation measures to formulate an eligible scope of work. • Monitors the regular schedule updates from the project team members to identify impacts on critical path activities; mitigate and negotiate if required. • Baselines and authorizes the publication of schedules. • Evaluates impacts to the schedule due to scope changes and submits for approval. • Assists in resolving contractual issues. • Evaluates cost impacts due to scope changes. • Ensures that all the project documents for project close are assembled and forwarded as per the process. • Spoken and written English fluency will be considered an asset • Identify enhancements to process and methodology based on lessons learned and team member input. • Share lessons learned with other PMs and Facilities team. • Ensures that all HSE aspects of assigned projects, including the HSE management plan are met. • Perform major storm restoration work and associated drills as assigned. • Follows all policies and procedures. • Other duties as assigned.

#### **REQUIREMENTS**

Education

Required:

Completion of a Bachelor's degree in architecture related to the design and construction of buildings primarily (but not exclusively)

## Experience

### Required:

Planning, developing, and implementing designs to ensure buildings are structurally sound and permanent

### Preferred:

10+ years of progressive facilities experience

## License/Certifications

### Required:

Must be able to produce clean drivers abstract. Possess valid Class 5 driver's license.

### Preferred:

Architect License or professional engineering license awarded by state licensing board - Project Management Professional Designation

## Travel Requirements

Travels: Yes

Percent of time: 50%

Overnight required: Yes, when required

## Physical Demands

Stationary Position -Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over – 10-30 LBS

Vision – Vision acuity to operate vehicle

Hearing – Receive detailed information if spoken to.

## Working Conditions

Wet or Humid - Yes

Working near or on moving mechanical parts – Yes

Working near or on heavy machinery - Yes

Working in high places - Yes

Exposed to fumes or airborne particles - Possibly

Exposed to toxic or caustic chemicals - Possibly

Frequency of working in outdoor weather conditions - Yes

Work with Electricity - Possibly

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Possibly

Other Environmental Factors including weather condition \_\_none\_\_\_\_\_

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**JOB TITLE:** Project Coordinator, Furniture and Relocation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position supports the Project Manager in all phases of furniture and relocation projects and may lead small projects under the direct guidance of the Project Manager through consistent application of established project management concepts and internal processes. Responsibilities include coordinating contractors, collaborating with internal departments, creating project charters, estimating, scheduling, cost and schedule tracking, cost forecasting, project close, and lessons learned.

**JOB DESCRIPTION:**

Analyze project scope to ensure it is complete and clearly defined, with assistance from the PM.

Assist in developing project estimates, using historical data.

Development of furniture seating plans, blank seating plans, emergency evacuation plans, and blank floor plans.

Evaluate move request forms and update floorplans to reflect changes.

Collaborate with Electrical, Mechanical, Civil, and Architectural Project Managers on designs.

Coordinate vendors performing Electrical, Mechanical, Civil, Architectural, IT infrastructure changes specific to reconfigurations related to restacking, space planning, or relocations.

Updating master stacking plans.

Assist in developing the project schedule, using existing project templates.

Convert and consolidate drawings supplied by vendors or building owners for projects and company space planning into department working standards. This includes adaptation and manipulation of furniture block plans, structural drawings as well as office/cubicle numbering.

Design, create, and maintain standard title blocks used in all floor plan drawings. Manipulate layer states, plot styles and scaling to achieve consistency across all drawings.

Maintain a central drawing repository.

Coordinate all activities required to successfully complete staff relocations.

May be required to lead the above noted activities independently for less complicated projects, with assistance from the Project Manager.

Assist in Identifying and tracking all key activities and milestone dates.

Evaluate the regular schedule updates from the project team members to identify impacts on critical path activities.

Assist the Project Manager in evaluating impacts to the schedule due to scope changes.

Escalate issues to the Project Manager, as required

Ensure all key documents are in the central project file SharePoint site.

Assist in assembling, filing, and sharing of the lessons learned on the project.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

Other duties as required.

Must have strong understanding of financial analysis and accounting.  
Demonstrated success managing multiple transactions and/or projects.  
Sound understanding of workplace laws, regulations and bylaws affecting building designs and furniture layouts.  
Understanding of BOMA space measurements Knowledge of the Building Acts and Codes an asset.  
Ability to work well with others as part of a cohesive team in a fast-paced, dynamic environment.  
Proficient in Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset  
Competent and knowledgeable with programs and applications such as Word / Excel / PowerPoint / Visio / Google Docs / SharePoint.

## **REQUIREMENTS**

### Education

#### Required:

Bachelor's degree in area of relevant experience

### Experience

#### Required:

1 - 3 years of facilities experience, with an emphasis of coordinating furniture and relocation projects.

### License/Certifications

#### Preferred:

Certified Associate in Project Management Designation

AUTOCAD Operator Certificate

### Travel Requirements

Travels: Yes

Percent of time: 50%

Overnight required: Yes, when required

### Physical Demands

Stationary Position - Seldom

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 – 30 LBS

Vision – 20/20 corrected vision

Hearing - Receive detailed information if spoken to

### Working Conditions

Wet or Humid - Yes

Working near or on moving mechanical parts - Yes



Working near or on heavy machinery - Yes

Working in high places - Yes

Exposed to fumes or airborne particles - Possibly

Exposed to toxic or caustic chemicals - Possibly

Frequency of working in outdoor weather conditions - Yes

Work with Electricity - Possibly

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- Possibly

Other Environmental Factors including weather conditions\_\_N/A

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**JOB TITLE:** Applications Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Our health care organization has an immediate opening for an Applications Analyst to help us implement and maintain new and existing computer applications. You will examine our current system and determine if updates are necessary. You will then work with our IT department to design and test new software solutions. Once the new programs are in place, you will develop training programs for our staff to ensure a smooth transition. You will also oversee daily maintenance and troubleshooting tasks, which may involve some help desk responsibilities.

**JOB DESCRIPTION:**

- Analyze current applications for efficiency
- Identify problems and recommend changes and upgrades
- Oversee implementation of new programs
- Develop training programs for staff on new systems
- Monitor systems and troubleshoot when necessary

**REQUIREMENTS**

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**JOB TITLE:** Low-Voltage Technician - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under general supervision, this position provides a field interface between the customer and operation to deliver superior customer service. This position will work on systems < 1000 volts and on self-contained residential, commercial, and industrial metering. Other duties include meter reading, customer meter connection and disconnections, new customer secondary connections, secondary splicing, streetlight maintenance and troubleshooting, metering validations, power quality issues, primary metering, collections and energy diversion investigations.

We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

This position will be subject to rotating on-call and night shifts.

This position is with IBEW Local Union 222. If you accept an offer of employment, you will be required to affiliate with the Union.

**JOB DESCRIPTION:**

AMR Verifications, power quality, trouble shooting and manual meter reading

Installation and removal of residential, commercial, and industrial metering

Power quality and customer complaints (meter testing)

Theft & Energy diversion investigations

New customer secondary connections

Streetlight maintenance and troubleshooting

Removal of meters on delinquent accounts (cut offs)

Order, receive, and maintain meter inventory

System audits/verifications (e.g. map updates, streetlight count, lights out patrols, asset verifications)

Driving vehicle for line inspections while system inspections are being completed

May assist with traffic control around construction worksites

May assist with checking of construction following clear instructions (e.g. underground trench inspections before cover-up)

Basic computer knowledge, such as MS Office and applications related to the role.

Follow all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations:

Ponce

Guayama

Cayey

## **REQUIREMENTS**

### **Education**

Grade 12 high school diploma or equivalent (GED)

### **Experience**

0-3 years of related electrical experience as an electrician and/or powerline technician

### **License and Certifications**

Valid Drivers License

Valid First Aid Certification with CPR and AED.

Licensed or master electrician

Powerline technician

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**JOB TITLE:** Sr Advisor

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

To provide legal advice, direction and services to LUMA; internal departments and management, concerning the legal obligations and operations of the Company and in particular, the minimization of commercial risk and contractual exposure. Support and assist the Legal Department, providing advice to any affiliates and subsidiaries throughout the Group, as required.

**JOB DESCRIPTION:**

Advises the Executive Director or directors in specialized or highly technical areas that, by their nature, carry a high degree of expertise and confidentiality

Coordinates activities related to their functions and actively participates in meetings, committees and work teams that develop, evaluate and recommend strategic actions that impact the management of the Department to which it is assigned

Actively participates in the development and implementation of public policy in its area of competence

Directs studies, research and analysis of situations and programs of significance to directors with the purpose of identifying opportunities, preparing proposals and presenting recommendations of importance to the design of corporate strategic plans

Advises the executive team on principles and techniques from one or more disciplines; develops innovative approaches and strategies in line with new trends aimed at driving, enacting and facilitating organizational change and public policy management. Evaluates, recommends, develops, and tracks activities that standardize corporate procedures, policies, regulations, and standards. Evaluates results to measure efficiency and productivity. Recommends and develops evaluation and control systems to ensure that results meet established goals, objectives and quality standards

Analyzes and evaluates studies, reports, contracts, bills and other documents with the purpose of issuing recommendations for decision making. Provides guidance to internal and external officials of the Authority on assigned matters

Establishes harmonious relationships with representatives of regulatory, state, federal, executive, legislative agencies, municipalities and other internal and external organizations affecting the Authority

Exercises a positive style of leadership in harmony with the principles, regulations and values of the Authority's mission

Collaborates in the supervision of the Departments operations and provides recommendations to structure resources, optimize the use of resources, amend or implement regulations and procedures that facilitate the achievement of results and ensure compliance with policies and regulations

Follow all policies and procedures

Perform major storm restoration work and associated drills as assigned

Other duties as assigned

**REQUIREMENTS**

#### Education

Bachelor degree with specialization in the disciplines applicable according to the academic requirements of the position from an accredited university or college.

#### Experience

Experience in administrative, technical and specialized activities related to the area of competence required by the position.

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**JOB TITLE:** District Manager

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the administration and coordination of all line work activities and oversees employees and respective facility operations for the company in the assigned District.

The Leader will ensure Supervisors and their crews are able to perform 24/7 operations, and that their results are completed to the highest standard, deliver exceptional customer service, high level of reliability and completed on schedule and within budget, in a safe and environmentally responsible manner

**JOB DESCRIPTION:**

Administers maintenance operations; provides input and executes process; suggests, directs or initiates operational changes and adjustments as required to meet business goals

Lead direct and indirect reports through execution of strategic plans, following the overall direction of Management and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working

Conducts regular, on-team meetings with the organization to create an environment of open and effective communications across the operational area

Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company

Monitors financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations

Establishes and maintains frequent, on-going contact with external and internal customers to foster improved communications and solid, long-term relationships

Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources

Assists Management by contributing ideas regarding areas of savings and efficiencies

Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation

Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements

Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

## **REQUIREMENTS**

### Education

Professional Engineer, Technologist Diploma or a Journeyman Power Lineworker Certification

### Preferred Education

### Project Management

### Experience

Minimum 5 Years Industry Experience.

Experienced at reading, interpreting and managing financial statements.

### License and Certifications

Valid driver's license

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**JOB TITLE:** District Manager, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the administration and coordination of all line work activities and oversees employees and respective facility operations for the company in the assigned District. The Leader will ensure Supervisors and their crews are able to perform 24/7 operations, and that their results are completed to the highest standard, deliver exceptional customer service, high level of reliability and completed on schedule and within budget, in a safe and environmentally responsible manner. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

**JOB DESCRIPTION:**

Administers maintenance operations; provides input and executes process; suggests, directs or initiates operational changes and adjustments as required to meet business goals

Lead direct and indirect reports through execution of strategic plans, following the overall direction of Management and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working

Conducts regular, on-team meetings with the organization to create an environment of open and effective communications across the operational area

Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company

Monitors financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations

Establishes and maintains frequent, on-going contact with external and internal customers to foster improved communications and solid, long-term relationships

Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources

Assists Management by contributing ideas regarding areas of savings and efficiencies

Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation

Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements

Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Will consider a combination of education and experience from the following disciplines: Technologist Diploma or a Journeyman Power Lineworker or Professional Engineer.

### **Experience**

- Minimum 5 Years Industry Experience. - Experienced at reading, interpreting and managing financial statements.

### **License/Certifications**

- Valid driver's license

### **Travel Requirements**

40%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Manager, Work Methods

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager of Work Methods reports directly to the Director of Operational Excellence and is responsible for leading a team of technical advisors who provide expertise, guidance and coaching to work crews across the Operations department.

These work methods will detail the standard work procedures for the completion of all tasks within Operations, including transmission and distribution lines, substations, underground, telecom, civil and vegetation management . On any high risk or challenging tasks, the technical advisors will provide subject matter expertise to assist LUMA crews in the planning, execution and completion of this critical work.

The Manager for Work Methods will work closely with supervisors, construction leads, field foremen, field employees, engineers, the safety team, and LUMA sub-contractors, to address issues related to work methodology, challenges, safety issues, training gaps, new construction designs, operation of new equipment, and changes in OSHA rule and regulations, quality control, and NCRs.

**JOB DESCRIPTION:**

Administer contract to confirm that invoices are aligned to the work completed in the field, ensure documentation is complete and correct for payment, and verify that payments have been met according to terms and conditions.

**REQUIREMENTS**

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**JOB TITLE:** Project Schedule Controller, Scheduling

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Scheduling Supervisor, this position is responsible for overall scheduling work in support of Projects. This role is responsible for scheduling activities for all LUMA capital projects. The position works closely with project team, on the compilation, assessment and documentation of project schedules and associated schedule monitoring tracking and reporting required at various stages of the project.

**JOB DESCRIPTION:**

Act as a functional expert of scheduling practice within LUMA.

Responsible to work closely with the project team for development of project schedules, monitoring and reporting required at various stages of the project process.

Identifying internal and industry best practices for scheduling and applying to internal standards consistently within the workgroup.

Reviewing, adjusting and provide schedules produced as per assigned projects.

Analyze internal project schedules to identify trends in scheduling forecasts and propose application changes within the tool to support expenditure and project trends identified.

Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the Company.

Acts as a mainline point of contact for project teams to assist in identifying issues within submitted or working schedules and plans, quality assurance of scheduling practices and completed schedules, monitoring of deliverables and corrective actions and clearing of roadblocks and team support.

Excellent time management, organizational and planning skills. Attention to accuracy and detail required.

Proficient in MS Office Suite - Word, Excel, PowerPoint and Outlook

Perform other duties as assigned.

Perform major storm restoration work and associated drills as assigned.

Follow all policies and procedures.

**REQUIREMENTS**

**Education**

Bachelor's Degree in Engineering, Construction Management or related field. Applicable experience may be substituted for the degree requirement.

**Experience**

- Minimum 2 years scheduling experience related to Regulated Utilities or EPC Environment - Experienced with Work Breakdown Structure (WBS), Task durations, work estimation, MS Projects/ Primavera P6 and other scheduling software. - Expertise in using Microsoft Projects/P6 to provide what-if scenarios, schedule forecasts, milestone reports, status updates, critical path setting, critical path schedules, free

and total float analysis, progress curves. - Expertise in resource loading a schedule in order to provide baselines and progress curves.

#### License/Certifications

Valid Driver's License

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Performance Analyst

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

This is position supports the data collection effort, reporting and analysis of Performance Metrics, providing high quality output while meeting deadlines. Responsible for the overall quality, documentation process, analytical and review standards in compliance with PREBs requirements. Supports the Supervisor / Manager to ensure LUMA's and department objectives are met.

**JOB DESCRIPTION:**

Acquires data from multiple stakeholders and diverse data sources adhering to specific timetables and data requirements.

Interpret data, with strong analytical skills with the ability to organize, analyze results using statistical techniques, analytical techniques and provide ongoing reports. Identify, analyze, and interpret trends or patterns in complex data sets.

Prepare writing report with attention to detail and accuracy and summary that conveys intended messages to target audiences.

Able to locate and define new process improvement opportunities, provide support of maintaining and enhancing performance metrics.

Ensure that key issues and initiatives are escalated to Manager and others in a timely manner.

Ensure that all work papers and filing documents are accurately prepared and adequately reviewed in a complete and timely manner.

Participate in training and staff development, willingness to improve knowledge and understanding of Regulatory and performance metrics requirement.

Effectively prioritize workloads, meet deadlines and resolve conflicting priorities.

Proficient skills in the use of computer applications (MS Office suite) and experienced with statistical or finance tools.

Process-oriented with project management skills is an asset.

Strong communication skills (both verbal and written) and interpersonal skills with a demonstrated ability to work effectively across all levels of the organization and with external stakeholders.

Knowledge of Basic Statistics, descriptive or inferential.

Bilingual Spanish and English, with at least intermediate proficiency.

Follow policies and procedures and show ability to work independently and collaboratively with diverse teams across the organization.

Other duties as assigned.

## **REQUIREMENTS**

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**JOB TITLE:** Analyst, Performance Metrics

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting.

The Programs & Performance group within Regulatory works with all LUMA departments setting and controlling LUMA's System Remediation Plan and Performance Metrics set forth the LUMA's Operations and Management Agreement obligations and LUMA's strategic directions.

This is position supports the data collection effort, reporting and analysis of Performance Metrics, providing high quality output while meeting deadlines. Responsible for the overall quality, documentation process, analytical and review standards in compliance with PREBs requirements. Supports the Supervisor / Manager to ensure LUMA's and department objectives are met.

**JOB DESCRIPTION:**

Acquires data from multiple stakeholders and diverse data sources adhering to specific timetables and data requirements.

Interpret data, with strong analytical skills with the ability to organize, analyze results using statistical techniques, analytical techniques and provide ongoing reports. Identify, analyze, and interpret trends or patterns in complex data sets.

Prepare writing report with attention to detail and accuracy and summary that conveys intended messages to target audiences.

Able to locate and define new process improvement opportunities, provide support of maintaining and enhancing performance metrics.

Ensure that key issues and initiatives are escalated to Manager and others in a timely manner.

Ensure that all work papers and filing documents are accurately prepared and adequately reviewed in a complete and timely manner.

Participate in training and staff development, willingness to improve knowledge and understanding of Regulatory and performance metrics requirement.

Effectively prioritize workloads, meet deadlines and resolve conflicting priorities.

Proficient skills in the use of computer applications (MS Office suite) and experienced with statistical or finance tools.

Process-oriented with project management skills is an asset.

Strong communication skills (both verbal and written) and interpersonal skills with a demonstrated ability to work effectively across all levels of the organization and with external stakeholders.

Knowledge of Basic Statistics, descriptive or inferential.



Bilingual Spanish and English, with at least intermediate proficiency.

Follow policies and procedures and show ability to work independently and collaboratively with diverse teams across the organization.

Follows all policies and procedures

Other duties as assigned

Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

Undergraduate degree in Statistics, Economics, Finance or Business

### Experience

3 years of related work experience.

Strong statistical and data analysis background with a minimum of 3 years of experience.

Related knowledge acquired through pertinent education and work experience will be considered.

Advanced Excel knowledge and expertise (dashboards, macros, advanced pivot tables) with a minimum of 3 years' experience.

Ability to understand complex problems with multiple stakeholders and multiple requirements.

Self-starter who is organized and able to clearly communicate both verbally and in writing, experience coordinating multiple teams to deliver large, detailed projects.

Performance Improvement, experienced in root cause analysis and problem-solving skills.

Strong time management skill, experienced in key work streams prioritization to deliver results under pressure and on time.

A good understanding of a heavily regulated industry, previous experience working at a T&D utility an asset.

Relevant experience in finance, accounting, economics, law an asset.

Project Management experience would be an asset.

### License/Certifications

### Travel Requirements

### Physical Demands

Stationary Position - Constantly

Pushing/Pulling/Reaching - Seldom

Climb - Seldom

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 5-10 LBS

Vision - 20/20 Corrected Vision

Hearing - Receive detailed information if spoken to.

### Working Conditions

Wet or Humid - Seldom

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - Seldom

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Accounts Payable Associate, T&D

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Associate, Transmission & Distribution (T&D) Accounts Payable is responsible for controlling expenses by receiving, processing, verifying, and reconciling invoices as well as completing payments. The role is responsible for providing these services in an effective and efficient manner will ensure that company finances are accurate and up-to-date and to interface with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

Accurately code T&D business invoices as necessary  
Match purchase orders with invoices and process for payment  
Process all T&D business non-purchase order invoices for payment  
Process weekly check run, and manual checks as needed for T&D business  
Assure that payments are made on time and that all payment discounts are utilized  
Reconcile vendor statements and research outstanding items in a timely manner for generation business  
Maintain W-9's for vendors and process 1099's at year-end  
Respond vendor calls and inquiries in a timely and professional manner  
Maintaining and updating process documentation  
Special projects for department managers and project managers as requested  
Proficient in the Spanish language with the ability to read, write and speak  
Spoken and written English fluency will be considered an asset  
Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint  
Strong analytical and attention to detail skills  
Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data  
Strong organizational skills required to manage multiple, concurrent tasks  
Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines  
Strong verbal and written communication as well as presentation skills  
Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence  
Follows all policies and procedures  
Perform other duties as assigned  
Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

### Required:

Bachelor's Degree in Accounting, Finance, or Business Administration

## Experience

### Required:

Minimum of 1 year of experience in accounting/accounts payable

### Preferred:

+2 years of experience in accounting/accounts payable

## License/Certifications

### Required:

Valid driver's license

## Travel Requirements

Travels: Yes

Percent of time: 20%

Overnight required: No

## Physical Demands

Stationary Position - Frequently

Pushing/Pulling/Reaching - Seldom

Climb - N/A

Kneel - Seldom

Grab - Seldom

Bend - Seldom

Lift/carry over - 10 - 30 LBS

Vision - Vision acuity to operate vehicle

Hearing - Receive detailed information if spoken to

## Working Conditions

Wet or Humid - N/A

Working near or on moving mechanical parts - N/A

Working near or on heavy machinery - N/A

Working in high places - N/A

Exposed to fumes or airborne particles - N/A

Exposed to toxic or caustic chemicals - N/A

Frequency of working in outdoor weather conditions - N/A

Work with Electricity - N/A

Work with explosives - N/A

Work on or near a source of radiation - N/A

Loud noise conditions (above 87dB)- N/A

Other Environmental Factors including weather conditions \_\_\_\_\_ None \_\_\_\_\_

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**JOB TITLE:** Field IT Technician Supervisor

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The IT/OT Technician Supervisor is responsible for the supervision and coordination of network installation and maintenance work to always ensure physical connectivity and operation. Plans, organizes and assigns work to be performed by technicians related to network functionality. Manages and coordinates the equipment required to perform the requested work. Evaluates and makes recommendations for network infrastructure requested by different areas of the organization.

This position will be subject to rotating on-call and rotating shifts and will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Support, coordinate and help the field technician on any request they might have regarding their work operation.
- Provides coaching and mentoring to team members, fosters a collaborative work environment, establishes performance goals, ensures workloads are balanced and monitors team members career paths
- Ensures department objectives are met by interacting regularly across functional
- Develops and presents metrics/status to manager through dashboards, monthly statistics, operational reports; ensuring strict monitoring and tracking to meet performance metrics and objectives.
- Give tips and recommendations to the Field IT/OT Technicians to troubleshoot any basic networking issues as they arise
- Organize and assign the work requests
- Manages and provide materials, equipment, and hardware to the Field IT/OT Technicians to perform the duties
- Evaluate and make recommendations of current and new network infrastructure
- Keep Network Manager up to date of the works performed
- Able to perform the duties of an IT/OT Field Technician when necessary
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies, and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

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**JOB TITLE:** Manager, Fleet Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator Manager supervises the Fleet Project Coordinator and the Administrative Assistant of the Coordination Area. It serves as a point of contact and liaison between employees, internal departments, and external parties, including suppliers, stakeholders, and customers. Supervise the administrative tasks of the fleet office, service workshops and aviation. Analyzes and improves the processes and policies of the department and ensures the standardization and execution of these. He is responsible for the development of the training program for all fleet department personnel. Will submit to fleet management reports on project progress and key indicators related to the area. Will be responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to efficient and professional operation. This position requires a person who is highly organized and has the ability to interpret and make decisions in accordance with the prescribed procedures and practices of the organization. The work performed is under occasional supervision and is carried out within the general guidelines, instructions, and precedents.

**JOB DESCRIPTION:**

- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports
- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work
- Manage and maintain the departments Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts. Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects. Provide recommendations that affect tasks or could change outcomes
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events. Coordinate, prioritize, and track the flow and distribution of mail, telephone, electronic information, and office supplies
- Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided Knowledge of Oracle Financial would be an asset in preparation of expense claims
- Basic understanding of accounting principles, the FAA, and regulatory process
- Additional administrative requirements as assigned
- Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof-read, edit and provide quality control of grammar, formatting and spelling on documentation.



- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times
- Other duties as assigned

## **REQUIREMENTS**

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**JOB TITLE:** Manager, Contract Management

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for managing and streamlining the development, execution, compliance, and renewals of contracts within the Operations Department. This role is also responsible for ensuring contracts are in accordance with budget, on time and consistent with LUMA practices.

**JOB DESCRIPTION:**

- Lead the team, responsible for, managing and administering all service contracts within the Operations Department.
- Act as the main point of contact for the Operations Department in the development and execution of contracts.
- Manage the administration of any change orders without delay and keep track of the contracts deadlines or expirations dates so that if they are not met, take the necessary actions in order to be in compliance with the Procurement and Contract Practices.
- Administer contract to confirm that invoices are aligned to the work completed in the field, ensure documentation is complete and correct for payment, and verify that payments have been met according to terms and conditions.
- Review and monitor contract management reports and corresponding documentation so that they meet internal criteria and are consistent.
- Works closely with the Contractor Manager to ensure processes and documentation in Asset Suite to support the required contract administration.
- Works closely with Procurement providing the technical information or documentation to draft the scope of the contract, according to the final user needs, until it's completed or closed out.
- Works closely with Operational Finance to provide accruals based on the contract status.
- Additional related tasks will be assigned, as required.
- As assigned, do restoration work and participate in associated drills in the event of a major storm.
- Comply with all policies and procedures.

**REQUIREMENTS**

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**JOB TITLE:** Administrative Asst, Acct Services

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under frequent supervision, the Administrative Assistant Accounting Services is responsible for administrative and general clerical support to the functional area. This includes supporting business functions and project administration processes by selecting the appropriate procedure/technique to follow among defined alternatives in daily activities

**JOB DESCRIPTION:**

- With a focus on customer service excellence, administer general office duties through standardized tasks performed within clearly defined practices and procedures, including answering phones, coordinating meetings, helping with travel arrangements, and preparing, sorting, and distributing mail and courier packages
- Use excellent attention to detail to prepare and maintain routine reports using established templates, with time and data entry, processing work orders, documenting processes and maintaining records and manuals
- Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management
- Support the financial process including receiving, tracking, verifying, and processing invoices; processing financial transactions (travel, credit card, etc.); supporting the budget processes; creating requisitions and/or purchase orders
- Coordinate office set up including coordination of furniture and equipment inventory and repairs, office moves, and ordering, tracking, and maintaining supplies and inventory
- Use strong, professional, verbal and written communication skills to respond to employee and customer inquiries and analyze and investigate anomalies
- Fluent in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset
- Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint
- Organizational and time management skills with an ability to handle multiple competing requests
- Follow all policies and procedures
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required:

- Associates Degree in similar roles or at an administrative level

Preferred:

- Bachelor's Degree in similar roles or at an administrative level

Experience

Required:

- Minimum of 2 years of experience as an assistant

#### License/Certifications

- Valid driver's license

#### Travel Requirements

Travels: Yes

Percent of time: 10%

Overnight required: No

#### Physical Demands

- Stationary Position -Frequently• Pushing/Pulling/Reaching - Seldom• Climb - Seldom• Kneel - Seldom• Grab - Seldom• Bend - Seldom• Lift/carry over - 10 - 30 LBS• Vision - Vision acuity to operate vehicle• Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom• Working near or on moving mechanical parts - N/A• Working near or on heavy machinery - N/A• Working in high places - Seldom• Exposed to fumes or airborne particles - N/A • Exposed to toxic or caustic chemicals - N/A• Frequency of working in outdoor weather conditions - Seldom • Work with Electricity - N/A• Work with explosives - N/A• Work on or near a source of radiation - N/A• Loud noise conditions (above 87dB)- Seldom• Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Manager, Trans & Substation Standards and Materials

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, T&S Engineering, this position is responsible for the leadership and development of a T&S Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Groups
- Supervises the Supervising Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning
- Works with Supervising Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Managers in the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor of Science Degree in Engineering Preferred: Bachelor of Science Degree in Electrical Engineering.

**Experience**

Minimum twelve (12) years of experience in a Utility Environment. Proven experience applying sound judgment to make decisions. Preferred: Previous experience working in Substation and Transmission Lines

**License/Certifications**

Professional Engineer or Professional Licensee designation

Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Vegetation Mgmt Quality Auditor

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Vegetation Management (VM) Quality Auditor supports Quality Control (QC) efforts and provides Quality Assurance (QA) services across the vegetation management organization. The role is responsible to develop QC processes and programs. The role is also responsible to provide Subject Matter Expert support as required and conduct QA activities of all VM processes. In addition, the VM Quality Auditor conducts special investigations.

**JOB DESCRIPTION:**

- Perform QA assurance audits of vegetation maintenance service provider operations and asset management groups
- Provide functional guidance and support for QC which is performed close to where the work products are being produced
- Use attention to detail and analytical skills to produce reports and strong verbal and written communication skills to effectively communicate audit finding to VM personnel and support development of Corrective Action Plans
- Strong interpersonal skills with the ability to build effective working relationships within the VM department and other departments
- Strong business acumen with solid negotiating, organizational, project management, contract administration and business writing skills.
- Proficient in computer applications; Microsoft office applications.
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned; assist in post major event analysis.
- Follow all policies and procedures.

**REQUIREMENTS**

Education

- Relevant Bachelor of Science Degree. Bachelor of Sc. Degree in a natural resource discipline such as forestry is preferred
- Knowledge of and understanding of principles of Total Quality Management (TQM) and vegetation management industry and practices as well as statistical methods.

Experience

- Familiarity with utility vegetation management practices preferred.

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

- Stationary Position: Constantly
- Pushing/ Pulling/ Reaching: N/A
- Climb: Seldom
- Kneel: Seldom
- Grab: Seldom
- Bend: Seldom
- Lift/ Carry over: 10 – 30 lbs
- Vision: 20/20 Corrected
- Hearing: Receive detailed information if spoken to



#### Working Conditions

• Wet or humid: Seldom • Working near or on moving mechanical parts: N/A • Working near or on heavy machinery: N/A • Working in high places: N/A • Exposed to fumes or airborne particles: N/A • Exposed to toxic or caustic chemicals: N/A • Frequency of working in outdoor weather conditions: Seldom • Work with electricity: N/A • Work with explosives: N/A • Work on or near a source of radiation: N/A • Loud Noise conditions (above 87 db): N/A • Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Manager, Aviation Ops, DOO

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Aviation Operations Manager (DOO) is responsible for the overall operation of the Company with regards to Air Carrier Operations. The DO will direct the work force, assign duties, and ensure operational safety. The Aviation Operations Manager (DOO) is authorized to sign requests for Operations Specifications, and to accept approved specifications. The Aviation Operations Manager (DOO) is accountable for overall operation of the flight department, for the safety of the operation and for ensuring that flight department safety management goals are met.

**JOB DESCRIPTION:**

- Organizing, staffing and directing, flight operations, cockpit safety, crew scheduling, and ensuring all training programs are in accordance with the company pilot proficiency checklist and the applicable PART 91, 133, 137, and 135 operation.
- Controlling operations and operational standards of all aircraft operated,
- Managing functions which impact on operational control (e.g. maintenance, crew scheduling, load control, equipment scheduling),
- Manages all flight operations
- Oversees all pilot recurrence
- Ensures contract compliance
- Actively supporting the safety management system,
- Validating and addressing safety-risk management deficiencies in an appropriate and timely manner,
- Processing, taking action on and distributing accident, incident, and other occurrence reports, as well as any flight crew reports,
- Ensuring that all processes and procedures include risk management mitigation specified in the safety management system,
- Ensuring that personnel under his/her authority participate effectively in the safety management system,
- Developing and maintaining the Company Operations Manual, aircraft checklists, standard operating procedures and all required approved training programs for the operator's flight crews,
- Communicates with the FAA Flight Standards District Office (FSDO) and the National Transportation Safety Board (NTSB).
- Files all required reports and documents.
- Has the authority to act for the Certificate holder, including the signing of FAA correspondence and operations specifications within their limitations,
- Liaising with any other external agencies which may affect aircraft operations,
- Ensuring that flight operations and aircraft maintenance activities are conducted in compliance with all applicable safety regulations, national and international regulations, standards and company operating policies,
- Ensuring that all Rotorcraft Flight Manuals are up to date by receiving updates, notices, and revision changes directly from the manufacture. This is also accomplished by periodically checking manufacture publications to ensure the most up-to-date manuals are in use.
- Coordinates with Director of Maintenance to schedule aircraft for required inspections and timely correction of mechanical irregularities and discrepancies,
- Schedules aircraft availability to support company operations,
- Ensuring that crew scheduling complies with flight and duty time limitations,
- Ensuring that all airports and routes served by the operator are operationally suitable and meet company requirements,
- Ensuring that all crew members are kept informed of any changes to the regulations and operating standards,
- Issuing directives and notices to the flight crews as required,
- Receiving and taking action with respect to any aeronautical information affecting the safety of flights,
- Disseminating aircraft safety information, both internal and external,
- Ensuring that flight crew qualifications are current,
- Maintaining a current

operations library and flight manuals • Overseeing the welfare of flight operation personnel. • Hires and fires flight personnel • Participating in the Safety Management System Complies with the following manuals: GOM, RCLCFM, HAZMAT, Pilot Training, SMS, Employee Manual, HSE, IIP, Rapid Refueling, HEC, Memos & Notices. Complies with the following subparts: ERP, Travel Policy, Drug Testing/DOT Policy, Special Permits, Company Forms, Training, FOD and HAZCOM.

## **REQUIREMENTS**

### **Education**

- High school Diploma or GED is required - Authorization for Inspections, BA or AAS would be favorable factors, but are not required for this position.

### **Experience**

- Have at least 3 years' experience, within the last 6 years, as pilot-in-command of an aircraft operated under part 133 & 135. - Is qualified in accordance with the operator's training program to act as a pilot-in command on one of the types to be operated. - Demonstrates knowledge of the content of the Company Operations Manual, Training Manuals, Standard Operating Procedures, Company Check Pilot Manual (if applicable), and the provisions of the (State) civil aviation regulations and standards necessary to carry out the duties and responsibilities of the position.

### **License/Certifications**

- For helicopters, holds a valid Commercial Rotor-wing Pilot License for the category of aircraft operated.

### **Travel Requirements**

50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions:

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**JOB TITLE:** Finance and Administrative Lead, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Finance and Administrative Lead is responsible for maintaining the performance management, budgeting, and accounting systems for the vegetation management organization.

**JOB DESCRIPTION:**

- Maintain the Vegetation Management (VM) program performance management system, dashboards, and KPIs, including producing reports and communicating trends
- Maintain VM program accounting system and manage the budgeting process ensuring accuracy and timeliness of VM budget
- Ensures all VM financial reporting is accurate and submitted prior to deadlines.
- Ability to meet tight deadlines and adjust priorities based on incoming multiple requests, requires the ability to multi-task.
- Strong interpersonal skills with the ability to build relationships and effectively communicate with colleagues
- Strong business acumen, analytic, administrative skills and organizational skills
- Proficient in computer applications such as MS Office applications and other IT-based information systems
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

- Bachelor of Science Degree or Bachelor of Arts Degree in Accounting, Business Management, or related discipline

Experience

- Experience with cost accounting and budget controls.
- Experience with financial document writing and reporting
- Experience with and understanding of principles of performance-based management

Preferred: direct experience working in similar capacity.

License/Certifications

- N/A

Travel Requirements

- N/A

Physical Demands

- Stationary Position: Constantly
- Pushing/ Pulling/ Reaching: N/A
- Climb: N/A
- Kneel: Seldom
- Grab: Seldom
- Bend: Seldom
- Lift/ Carry over: 5-10 LBS
- Vision: 20/20 Corrected
- Hearing: Receive detailed information if spoken to

Working Conditions

• Wet or humid: Seldom • Working near or on moving mechanical parts: N/A • Working near or on heavy machinery: N/A • Working in high places: N/A • Exposed to fumes or airborne particles: N/A • Exposed to toxic or caustic chemicals: N/A • Frequency of working in outdoor weather conditions: Seldom • Work with electricity: N/A • Work with explosives: N/A • Work on or near a source of radiation: N/A • Loud Noise conditions (above 87 db): N/A • Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Apprentice, Aircraft Mechanic

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Perform daily aircraft maintenance activities with direct supervision.

**JOB DESCRIPTION:**

- General housekeeping of the maintenance area or vehicle, to include proper storage and inventory of tools, equipment, parts, and consumables as required by the General Maintenance Manual. Report all inoperative or faulty equipment/tools to the Production Manager or assigned Mechanic.
- Coordinate with the Mechanics to review aircraft status in the FlightDocs data base and work with mechanics, as assigned to assist in the correction of discrepancies.
- Provide required tooling per maintenance manual instructions or mechanics requirements.
- Ensure aviation parts are properly withdrawn or added to the aviation parts inventory data base maintained in the stockroom as they are utilized or received.
- Assist with hangar duties, towing of aircraft and cleaning of aircraft.
- Perform Foreign Object Debris inspections of the hangar, helipad, and work areas
- Perform receiving inspection of aircraft parts as required by the GMM
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

- Knowledgeable of the mechanical duties, tools and manuals required for maintenance.

Experience

License/Certifications

- Does not need to possess a valid FAA Airframe and Power Plant Certificate just have a strong mechanical comprehension.
- Valid driver's license

Travel Requirements

- 20%

Physical Demands

- Stationary Position: Frequently
- Pushing/ Pulling/ Reaching: Constantly
- Climb: Constantly
- Kneel: Constantly
- Grab: Constantly
- Bend: Constantly
- Lift/ Carry over: Over 51 LBS
- Vision: 20/20 Corrected
- Hearing: Understanding sounds required for operating vehicle

Working Conditions

- Wet or humid: Constantly
- Working near or on moving mechanical parts: Constantly
- Working near or on heavy machinery: Constantly
- Working in high places: Frequently
- Exposed to fumes or airborne particles: Frequently
- Exposed to toxic or caustic chemicals: Seldom
- Frequency of working in outdoor weather conditions: Constantly
- Work with electricity: N/A
- Work with explosives: N/A
- Work on or

near a source of radiation: N/A • Loud Noise conditions (above 87 db): Frequently • Other environmental factors including weather conditions: • Other: N/A

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**JOB TITLE:** Manager, Vegetation Maintenance Ops

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Manager Vegetation Maintenance Operations is responsible for managing the vegetation maintenance program (Transmission & Distribution) for Vegetation Management department. This role is responsible to provide leadership, guidance, direction and drive culture change for all the employees in the region to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects. The Manager plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal that is adhered to. The Manager role is highly influential, combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business.

#### **JOB DESCRIPTION:**

- Ensure the efficiency and effectiveness of the vegetation maintenance field crew and use of proper vegetation maintenance work practices are applied in the field
- Provide health and safety leadership by developing and deploying safety leadership plans and provide support to the Joint HSE Committee.
- Establish and analyze consolidated area business metrics to ensure KPI targets are met, identify trends and issues for pro-active resolution as well as lead continuous improvement and innovation initiatives that focus on identifying customer satisfaction and service delivery improvements
- Proactively manage and maintain relationships with community leaders in the geographic area including municipal and provincial leaders, government liaisons and community organizations
- Facilitate regular meetings with multi-functional groups within area to review and prioritize planned (weekly, monthly and annual) execution work to ensure customer demands are met. This includes ensuring liaison between the SOC, Planning and Execution.
- Develop a clear vision for team and align and engage individuals around the vision. Lead employees through and drive organizational, business and customer transformation by modeling strong change leadership, agility, mentorship, influence and coaching.
- Responsible for long-range financial planning considering customer, community and employee growth expectations and key performance indicators that align to the annual business plans and Electricity Utilities strategy. Oversight and prioritization of area Capital, O&M and ES&G budget requirements. Provide direction long-range financial plans by considering system, customer and employee growth expectations. Manages, monitors and controls the costs and expenditures relative the approved budget accountability to ensure financial targets are met and variances are recorded with explanations. Demonstrates critical thinking in determining appropriate financial strategy
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

Education

- BSc. Degree or equivalent

#### Experience

- Experience managing a Service Provider field operations organization - Preferred: Direct experience managing a represented (CBA) workforce. - Experience managing a Service Provider providing vegetation maintenance service.

#### License/Certifications

- Valid driver's license

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Frequently • Pushing/ Pulling/ Reaching: Seldom • Climb: Seldom • Kneel: Seldom
- Grab: Seldom • Bend: Frequently • Lift/ Carry over: 10-30 LBS • Vision: Vision acuity to operate vehicle
- Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Constantly • Working near or on moving mechanical parts: Seldom • Working near or on heavy machinery: Seldom • Working in high places: Seldom • Exposed to fumes or airborne particles: Seldom • Exposed to toxic or caustic chemicals: Seldom • Frequency of working in outdoor weather conditions: Seldom • Work with electricity: Seldom • Work with explosives: N/A • Work on or near a source of radiation: N/A • Loud Noise conditions (above 87 db): Seldom • Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Associate Analyst

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Associate Analyst is responsible for activities that support optimizing business processes and gaining operational efficiencies. The Associate Analyst uses their skills and knowledge to gather data and perform analyses that enable the generation of key business insights. This may include defining business problems, quantifying the business benefit of solving the problems, facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also supports the implementation of solutions and reporting to measure the impact of changes. The Associate Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes. This position works effectively across teams to design and rollout changes to policies, processes, and procedures.

#### **JOB DESCRIPTION:**

- Create and maintain all levels of business documentation for the projects including training documentation. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist, and create and manage an inventory for future documentation projects.
- Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess Business Requirements and develop recommendations for process and technology improvements to meet customer and business needs. Support, enhance and develop analytical tools that facilitate decision-making.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities. Create project plans for specific business process improvement projects that have been identified in the department's business plan.
- Review documentation for quality and completion and adherence to standards.
- Identify and review relevant acts, regulations, and codes along with business needs and objectives to guide the development of business processes.
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Identify and assess risks and complete a cost-benefit analysis for the recommended recommendation options. Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be").
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making. Develop and implement recommendations for quality assurance controls.
- Create quality and performance measures to manage and report ongoing performance of the procedures.
- Ensure all current and future state policies and procedures are compliant with local laws, Luma policies, and safety procedures.
- Coach employees on defining problems, business benefit and root cause analysis.
- Document business procedures using standard methods and templates, including training material adhering to adult learning methodologies and best practices for various delivery methods (i.e. in-class,

on-line, e-learning, videoconference) within project timelines. • Collaborate with other analysts and teams to effectively implement changes by providing input into the training packages and change management plans. Perform validation by engaging subject matter experts. • Develop a general knowledge of electric utility business processes and the IT systems that support them. • Facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. • Strong facilitation skills to guide cross functional teams to a desired end-result. • Strong data analysis and statistics quantitative, and problem-solving skills. Ability to analyze large amounts of data and evaluate processes to support the optimization of future state operations and the customer experience while looking for opportunities to continually improve the business. • Superior project planning, organizational and time-management skills and self-motivated with the ability to work independently in a complex and dynamic environment Strong attention to detail, business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates. • Strong interpersonal skills through effective verbal and written communication in order to develop and maintain effective and goal oriented working relationships with all levels of staff in the organization and with third parties. • Proficient skills in the use of computer applications (MS Office, SharePoint, etc.). • Follow all policies and procedures. • Perform other duties as assigned. • Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

Bachelor's Degree

### **Experience**

-1 Year of Experience

### **Preferred:**

Training and experience applying quality improvement methodologies (LEAN, Six Sigma).

Project management skills and experience, such as planning, executing, controlling, closing, as well as managing multiple projects of various scope and size.

Communications and presentation experience to senior leaders.

Experience with quality and process improvement projects.

Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning.

1+ Year of Experience.

### **License Certification**

### **Required:**

Valid Driver's License

### **Preferred Licenses/Certifications**

N/A

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**JOB TITLE:** Internal & External Communications Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

As an Specialist, you will assist the Sr. Advisor of Internal Communications to execute communications plans to support employee engagement within LUMA. You will join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We are seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

- Support corporate communications content and strategy focused on internal and external communications with a deep understanding of how to build a new brand and engage employees and external stakeholders.
- Research, create, and share content for strategic campaigns to engage and inform internal and external stakeholders.
- Draft written communications including but not limited to press releases, media statements, customer and employee notes, and newsletters, among others in the Spanish and English.
- Liaise with internal stakeholders to develop and implement comprehensive internal communications plans in support of but not limited to: employee engagement, performance management and development initiatives, employee communications, health and safety campaigns, etc.
- Execute and manage proactive external communications calendar and strategy.
- Oversee the execution of communications requirements for key internal events designed to drive employee engagement such as town halls, employee notes and newsletters, safety stand-down, among other corporate events.
- Report Key Performance Indicators regarding marketing and communications initiatives.
- Drafting content for internal, external, digital, and traditional communications channels to optimize engagements including but not limited to employee events, intranets, e-newsletters, email announcements, appointment announcements, digital screens, print materials, community events, and other stakeholder initiatives.
- Collaborate and participate together with the media relations team on inbound media inquiries, weekend media duty rotation, media management, press releases, crisis communications and other communication-related functions as needed.
- Support and measure effectiveness of projects or campaigns through effective use of data, analytics, and customer feedback mechanisms, and conduct project team debrief and shared learnings on priority campaigns and initiatives.
- Advanced skills in Microsoft Office (Word, Excel, and PowerPoint).
- Knowledge of Social Media Platforms (Facebook, Twitter, Instagram, LinkedIn)

- Ability to work a flexible schedule with additional work as needed, including weekends and during emergencies.
- Follow all policies and procedures.
- Other duties as assigned.
- Excellent interpersonal, leadership, and organizational skills.
- Ability to establish and develop internal and external processes of communications that help maintain the internal and external flow of communications.
- Develop strategic communications plans that include all stakeholders.
- Excellent verbal and written communication skills (both, in Spanish and English)

## **REQUIREMENTS**

### Education

Bachelor's Degree in communications, public relations preferably, marketing, journalism, or related field.

### Experience

- Previous experience in corporate communications, marketing departments. Results driven, with initiative.

### License/Certifications

N/A

### Travel Requirements

20%

### Physical Demands

- Stationary Position: Constantly
- Pushing/ Pulling/ Reaching: Seldom
- Climb: Seldom
- Kneel: Seldom
- Grab: Seldom
- Bend: Seldom
- Lift/ Carry over: 10-30 LBS
- Vision: 20/20 Corrected
- Hearing: Receive detailed information if spoken to

### Working Conditions

- Wet or humid: Seldom
- Working near or on moving mechanical parts: N/A
- Working near or on heavy machinery: N/A
- Working in high places: N/A
- Exposed to fumes or airborne particles: N/A
- Exposed to toxic or caustic chemicals: N/A
- Frequency of working in outdoor weather conditions: Seldom
- Work with electricity: N/A

- Work with explosives: N/A
- Work on or near a source of radiation: N/A
- Loud Noise conditions (above 87 db): N/A
- Other environmental factors including weather conditions: N/A
- Other: N/A

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**JOB TITLE:** Director, Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President of Capital Program; the Director, Projects is accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of all capital projects including all transmission/distribution level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management.

**JOB DESCRIPTION:**

Interact and collaborate with the Construction Manager, Commissioning Manager, Project Managers, HSE lead, Commissioning Lead, and Construction Leads along with all applicable support services including contract admin, finance and project management.

§ Responsible for assigning senior project managers, project managers and coordinators to projects for execution, including managing interfaces with contractors during construction and ensure that all Project deliverables are completed.

§ Ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks.

§ Ensure, evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.

§ Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies, Indigenous Groups, contractors, and internal staff.

§ Provide direction and mentorship to Senior Project Managers, Project Managers and Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to.

§ Excellent, organizational, communication, interpersonal and leadership skills.

§ Proven skills in Project Execution and Contractor Management.

§ A solid knowledge of Microsoft Office applications along with Project Management tools (ex. MS projects, Primavera P6, SharePoint), and solid understanding of Earned Value Analysis and Management for monitoring, tracking and reporting of project progress updates.

§ Supervisory skills relating to site management of multiple work groups and contractors.

§ Safety Oriented ensuring safe work and safety of everyone.

§ Perform other duties as assigned.

§ Perform major storm restoration work and associated drills as assigned.

§ Follow all policies and procedures.

**REQUIREMENTS**

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**JOB TITLE:** Specialist, Learning and Development

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

As a Learning and Development Specialist, you are responsible for proactively identifying training needs, presenting recommendations, and delivering learning solutions. If you were to describe yourself, you: love to create and build from scratch; see things through from start to finish (and manage all of the stages throughout); balance the experience of people in your training sessions with the outcomes and deliverables of the organization; and, you get your energy from presenting and building confidence in people as they learn new ideas and ways to do things. At LUMA, you will work with key stakeholders and subject matter experts to perform needs analysis, design, develop and deliver training materials, ensuring that instructional quality is built into final project deliverables. In addition, you will be involved with refreshing existing content as well as creating new content using templates, guidelines, etc., to be delivered through instructor-led training, e-guides, manuals, videos, eLearning modules and other forms of instruction. As an influencer in the organization, you will serve as a change agent and engagement supporter for the greater employee population.

#### **JOB DESCRIPTION:**

- Write concise, creative and effective instruction. Course deliverables include design documents, storyboards, prototypes, instructor and participant materials
- Create project documentation working with existing design templates, standards, style guides, technical specifications, etc.
- Work directly with technical subject matter experts to capture course-specific knowledge
- Ensure that learning solutions incorporate best practices in adult learning theory
- Create courses, content, and materials to support LUMA's initiative to support employee career growth
- As each training will be handled as a project, will incorporate project management stages including discovering, developing, testing, implementing, measuring and improving course offerings
- Attend discovery meetings and interviews to confirm training needs and translate those needs into concrete options for learning interventions
- Work with business partners to define learning solution objectives to ensure the impact can be measured and is linked to business goals
- Facilitate design session with key stakeholders, subject matter experts and project teams
- Deliver training through various methods including classroom facilitation, web-based, electronic and printed material, eLearning modules, etc.
- Coordinate and track training with a variety of leaders and employees through Workday
- Identify and select vendors for third-party training options
- Conduct train-the-trainer sessions to bolster in-house facilitation capabilities
- Develop course materials, communications, and presentations in English and Spanish
- Champion corporate efforts towards necessary change
- Participate fully in and contribute to LUMA employee engagement initiatives
- Excellent verbal and written communication skills (both, in Spanish and English)
- Follow all policies and procedures
- Performs other duties as assigned
- Perform major storm restoration work and associated drills as assigned.

#### **REQUIREMENTS**

#### Education

- Bachelor's degree in business or education Preferred Education: - Master's degree in business, Human Resources, education or a related field

#### Experience

- +5 years of experience creating training materials, training, and general project management - Demonstrated working experience working with platforms like Workday and training creation platforms (e.g. Articulate 360, Adobe Captivate, TechSmith, etc.) - Advanced skills in Microsoft Office (Word, Excel, and PowerPoint).

#### License/Certifications

N/A

#### Travel Requirements

N/A

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** General Laborer Survey, Trans Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Land Survey, this position is a member of a land survey crew performing various surveying work in the field. The role will require well-rounded technical aptitude and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Works with the survey field lead to perform land surveys for various T&D projects - Support land surveys for completeness and accuracy - Ability to work outdoors in various terrains and weather - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- High School Diploma

Experience

Required Education and Experience - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments

License/Certifications

- N/A

Travel Requirements

- Travels: Yes - Percent of time: 90% - Overnight required: Yes

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - Over 51 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Grid Transformation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for performing engineering activities related to the planning and development of minigrid and microgrid projects that will transform the architecture of the transmission and distribution system. This role is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Works with a team of engineers to plan and develop innovative minigrid and microgrid programs, projects and services to meet customer and stakeholder needs.
- Uses strong attention to detail and analytical skills to conduct cost-effectiveness evaluation for minigrid and microgrid projects.
- Provides engineering support in the development, implementation and continuous improvement of planning and evaluation processes for grid transformation projects.
- Assists in planning and coordinating engineering activities for a multi-disciplinary team of engineers.
- Maintains systems and processes for accurate data collection, data management, analysis and reporting on key performance indicators related to grid transformation projects.
- Provides research, analysis and documentation leveraging the latest industry studies and data.
- Uses strong problem-solving skills to develop pragmatic solutions to technical issues that balance engineering rigor with cost, schedule, and scope considerations.
- Demonstrates project management and time management skills to deliver high-quality results on time and on budget with the ability to prioritize assignments to meet commitments.
- Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers.
- Excellent team player.
- Follow all policies and procedures.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering. Preferred Education - Bachelor of Science Degree in Electrical Engineering.

**Experience**

Required Experience - Minimum 3 years of experience in electric utility engineering, asset management, system operations, renewable energy project development, or related field.

**License/Certifications**

Required Licenses/Certifications - Valid driver's license - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- Seldom

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**JOB TITLE:** Engineer, Renewable Energy

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for performing engineering activities to support the development and delivery of renewable energy programs and services. This position is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Works with a team of engineers to develop and deliver renewable energy programs, projects and services to meet customer and stakeholder needs.
- Participates in the evaluation of renewable energy procurement processes and projects.
- Provides engineering support for the development, implementation and continuous improvement of renewable energy interconnection processes and standards.
- Assists in planning and coordinating engineering activities for a multi-disciplinary team of engineers.
- Maintains systems and processes for accurate data collection, data management, analysis and reporting on key performance indicators related to renewable energy procurement.
- Provides research, analysis, and documentation leveraging the latest renewable energy industry studies and data.
- Demonstrates the ability to develop pragmatic solutions to technical issues that balance engineering rigor with cost, schedule, and scope considerations.
- Demonstrate expert knowledge in project management and time management skills required to deliver high-quality results on time and on budget with the ability to prioritize assignments to meet commitments.
- Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers.
- Excellent team player.
- Follow all policies and procedures.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering. Preferred Education - Bachelor of Science Degree in Electrical Engineering.

**Experience**

Required Experience - Minimum 3 years of experience in the renewable energy and/or utilities industry or similar field. Preferred Experience - Bachelor of Science Degree in Electrical Engineering.

- Technical knowledge in power flow, short-circuit, motor starts, and power quality issues such as harmonics and flicker.
- Technical knowledge of DER interconnection, Volt-VAR optimization, and other emerging technologies.
- Technical knowledge in applicable IEEE Standards, such as 1547 and 519.

**License/Certifications**

Required Licenses/Certifications - Valid driver's license - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors - Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- Seldom

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**JOB TITLE:** Analyst, Security Technician

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Security Analyst is responsible to administer, maintain and oversee LUMA's security functions, operations and processes focusing on the technical aspects that support data transmission, data processing, installation, maintenance and repairs of end user devices, specific to security. This role is expected to demonstrate a high degree of personal integrity and discretion while maintaining confidentiality in daily activities.

**JOB DESCRIPTION:**

- Work with the Security Manager to implement security policies and strategies, including but not limited to the physical safety of all LUMA's property and assets owned, operated, managed or maintained, focusing on the technical aspects that support data transmission, data processing and retrieval, installation, maintenance, and repairs of end devices, such as access card readers and closed-circuit television (CCTV) - Assess vulnerabilities, security gaps and risks in LUMA's security functions, operations and procedures and makes improvement recommendations specific to his technical area of expertise - Execute security action plans - Provide training to employees related to LUMA's security programs focused on protection of people and assets - Prepare security event reports for authorized CCTV recording retrievals while ensuring strict observance to LUMA approved processes and procedures - Maintain close communication with the Security Manager and/or Security Specialist Team Leaders regarding any security matter that arises from its functions or assigned tasks - Perform a variety of analyst coordinator security-related tasks in the areas of operations and modernization for CCTV systems, electronic access systems, IT equipment maintenance, and IT projects - Serve as designated point of contact for security systems/operations related issues, specifically CCTV and electronic access - Perform security assessments focused on theft prevention - Maintain knowledge of new security trends and processes as they arise - May be a member or representative in any security work group - Support other projects as assigned - Excellent knowledge and understanding of Puerto Rico and federal laws and regulations on law enforcement - Strong knowledge in MS Office applications such as, Word, Excel, Power Point, Outlook - Knowledge on established investigations procedures and methodologies - Strong analytical, attention to detail, and problem-solving skills with the ability to effectively ascertain and understand all relevant facts and business processes to support thorough analyses of security issues - Fluent in the English and Spanish languages (read, speak and write) with the ability to communicate effective and promptly in either language as required - Excellent interpersonal skills with the ability to build effective working relationships at all levels of the organization and with external parties as required - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in Office Automation/Systems or computer/information technology related field

#### Experience

- Minimum of 2 years of hands-on experience as data network technician - Closed-circuit television (CCTV) Experience

#### License/Certifications

- Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - N/A - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions - Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Security Analyst, Comptroller

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the Security Manager, the Security Analyst is responsible to administer, maintain and oversee LUMA's security functions, operations and processes focusing on developing contract proposals, reviewing regularly submitted contractor invoices, and processing bills for accuracy. This role is expected to demonstrate a high degree of personal integrity and discretion while maintaining confidentiality in daily activities.

**JOB DESCRIPTION:**

- Work with the Security Manager to implement security policies and strategies, including but not limited to the physical safety of all LUMA's property and assets owned, operated, managed or maintained, focusing on developing contract proposals, reviewing regularly submitted contractor invoices, and processing bills for accuracy.
- Develop contract proposals to support organizational goals
- Ensure that all accounting and financial records are accurate and up- to date
- Write contract letters and other communications and notices
- Create regular status reports regarding progress on contracts
- Assess vulnerabilities, security gaps and risks in LUMA's security functions, operations and procedures and makes improvement recommendations as it relates to contracts
- Executes security action plans
- Provides training to employees related to LUMA's security programs focused on protection of people and assets.
- Drafts security event reports including recording observations, gathering information, analyzing activities, etc. to ensure compliance of contract requirements
- Maintains close communication with the Security Manager and/or Security Specialist Team Leaders regarding any security matter that arises from its functions or assigned tasks
- Performs a variety of analyst coordinator security-related tasks in the areas of contracting, accounting, and administration as it relates to private security guard contracts
- Serves as designated point of contact for security contract related issues
- Supports other projects as assigned
- Strong knowledge in MS Office applications such as, Word, Excel, Power Point, Outlook
- Strong analytical, attention to detail, and problem –solving skills with the ability to effectively ascertain and understand all relevant facts and business processes to support thorough analyses of security contracting issues
- Fluent in the English and Spanish languages (read, speak and write) with the ability to communicate effective and promptly in either language as required
- Excellent interpersonal skills with the ability to build effective working relationships at all levels of the organization and with external parties as required
- Follow all policies and procedures
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's Degree in Business Administration, Accounting, or Statistics related field

**Experience**

- Minimum of 2 years of hands-on experience working with administrative and accountability tasks related to contracts

#### License/Certifications

- Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Manager, Execution Planning

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Construction Director, the Execution Planning Manager is responsible for the supervision, coordination and administration of Execution planning for construction projects for LUMA Capital division and is responsible for the delivery of execution planning resources supporting capital projects.

**JOB DESCRIPTION:**

- Work with engineering, operations, commissioning and construction to understand their requirements in their discipline execution plans and engineering work packages. - Develop project execution plans, construction work plans, project construction estimates and other related documents prior to project execution. - Prepare and develop all construction requirements into labor service contracts. Compile all Engineering work packages (EWP) and design and develop a Construction Work Package (CWP) for Execution of Work by Others (Internal or External Contractors). - Participate in constructability reviews of engineering designs and project construction schedules. - Develop and integrate construction planning processes. - Responsible for organizing, planning and managing the execution planning team in all aspects of the assigned project's execution planning and associated deliverables. This includes meeting all safety, environmental, regulatory, permitting, licensing and other relevant policies, practices and agreements to construct facilities to meet the project obligations. - Responsible for supporting the project development team during the planning phase by actively taking part in team meetings and supervising planners, ensuring accurate and timely development of construction execution plans, construction work plans, estimates, constructability, and other related documents as required. - Provide support by preparing, applying and ensuring rigorous controls procedures and processes are followed and ensuring compliance with standards, procedures, specifications and codes. - Proven ability to manage, delegate and supervise planners in delivery of project requirements pertaining to execution planning. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Post-Secondary Diploma or Degree in Engineering or Construction. Professional Engineering and Construction Association memberships qualifications are considered an asset.

**Experience**

- Minimum 8 years related work experience related to transmission and substation construction including civil work, line foundation work and site construction management. - Experience with engineering discipline reviews and preparation of Construction Work packages, Construction scheduling, work plans, Outage Planning.

**License/Certifications**

- Valid Driver's License.

#### Travel Requirements

- 50%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead Engineer, Energy Balancing

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager – Energy Balancing, in the department of System Operation, the Energy Balancing Engineer will work closely with other System Operations teams, engineers, Field Maintenance and Generator plants operators to provide daily support for tools, process and application used by Transmission Operators in maintaining energy balance during regular operation and responding to energy emergency short-falls.

**JOB DESCRIPTION:**

- Work with Energy Planning Engineer to develop and maintain energy dispatch tables used by Transmission Operators to maintain energy balance and manage possible transmission constraints due to generation profiles - Prepare Generator dispatch tables to minimize generation cost, by considering fuel cost, generator efficiency curve, etc. - Prepare a Dispatch table to minimize technical losses and respect the System Operating Principles - Work with Energy Planning Engineers, Outage Scheduler and Generator plant operators to assess generator outage impact, develop a mitigation plan and ensure proper contingency resources or response plans are available for Transmission Operators to call upon - Assist Energy Planning Engineer to develop mid to long term energy planning strategy to meet changes in load demand, generation decommissions, increase in renewable energy and DER penetration - Develop and maintain Load Shed policy and priority used by Transmission Operator in energy shortfall - Develop and manage operating processes and procedures used by Transmission Operators to maintain energy balance, constant frequency, contingency reserve obligation in accordance to Power Purchase Agreement (PPA), Joint Operating Procedure (JOPs), other Operating Contracts as well as applicable safety and environmental regulation in normal and emergency situations - Provide support for any real-time tools and application used by Transmission Operators to operate generator and market such as energy dispatch table, dispatch tools, load forecasting - Ensures that generators and market operations are conducted in accordance with policies, regulations, strategic action plans, agreements and business activities established by the Authority - Assists other teams within System Operation in the development of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity related to the energy market and generation plant - Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly - Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) pertaining to generators and market operations - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Manages the daily activities of the team - Provides performance coaching and assistance to team members - Leads in and contributes to safety meetings - Perform quality checks on work performed by team members - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required Education: - Bachelor's Degree in Electrical Engineering from an accredited university or college.

### **Experience**

Required experience: - Seven years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

### **License/Certifications**

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors.

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Engineer, Energy Balancing

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead – Energy Balancing, in the department of System Operation, the Energy Balancing Engineer will work closely with other System Operations teams, engineers, Field Maintenance and Generator plants operators to provide daily support for tools, process and application used by Transmission Operators in maintaining energy balance during regular operation and responding to energy emergency shortfalls.

**JOB DESCRIPTION:**

- Work with Energy Planning Engineer to develop and maintain energy dispatch tables used by Transmission Operators to maintain energy balance and manage possible transmission constraints due to generation profiles
- Prepare Generator dispatch tables to minimize generation cost, by considering fuel cost, generator efficiency curve, etc.
- Prepare a dispatch table to minimize technical losses and respect the System Operating Principles
- Work with Energy Planning Engineers, Outage Scheduler and Generator plant operators to assess generator outage impact, develop a mitigation plan and ensure proper contingency resources or response plans are available for Transmission Operators to call upon
- Assist Energy Planning Engineer to develop mid to long term energy planning strategy to meet changes in load demand, generation decommissions, increase in renewable energy and DER penetration
- Develop and maintain Load Shed policy and priority used by Transmission Operator in energy shortfall
- Develop and manage operating processes and procedures used by Transmission Operators to maintain energy balance, constant frequency, contingency reserve obligation in accordance to Power Purchase Agreement (PPA), Joint Operating Procedure (JOPs), other Operating Contracts as well as applicable safety and environmental regulation in normal and emergency situations
- Provide support for any real-time tools and application used by Transmission Operators to operate generator and market such as energy dispatch table, dispatch tools, load forecasting
- Ensures that generators and market operations are conducted in accordance with policies, regulations, strategic action plans, agreements and business activities established by the Authority
- Assists other teams within System Operation in the development of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity related to the energy market and generation plant
- Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly
- Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) pertaining to generators and market operations
- Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided
- Complies with the training required by law according to the requirements of the position.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in Electrical Engineering from an accredited university or college.

### **Experience**

- Seven years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

### **License/Certifications**

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Preferred: Be member of the Puerto Rico Association of Engineers and Surveyors.

### **Travel Requirements**

- Travels: Yes - Percent of time: 10% - Overnight required: No

### **Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Risk Analyst, Risk & Reporting

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Risk & Reporting, this position is responsible for risk planning, controlling and risk analysis in support of Projects. This position is responsible for ensuring Risk identification, analysis and control within defined standards and consistent practices for all LUMA capital projects.

**JOB DESCRIPTION:**

- Work collaboratively with the project team to assist in the identification and assessment of project risks, and related project contract scope and relationship mapping - Maintain the project risk register and ensure mitigation plans are assigned and completed - Identify opportunities to reduce project costs and gain float in the schedule - Evaluate and make recommendations for a suitable risk register data warehouse tool/ application - Develop and maintain risk management key performance indicators - Participate in assigned research and development initiatives to further LUMA's understanding and application of project risk and contingency management techniques and practices - Prepare documents and provide analysis to support active project risk and contingency management, as well as participate in associated meetings - Develop and maintain contingency models linked to the project risk register - Work with limited supervision. Track, monitor, and report on various deliverables - A solid knowledge of Microsoft Office PC applications including Risk Management and analysis and simulation tools - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Graduate from a recognized Electrical Engineering or Technology Program or Business program.

**Experience**

- Minimum 3 years Risk Alaysis and tracking experience in a Regulated Utility of EPC environment.

**License/Certifications**

Valid Driver's License

**Travel Requirements**

10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

**Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Cash Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Cash Management oversees the day-to-day management of cash operations and interfaces directly with functional management and staff. This role is responsible to evaluate and recommend cash management initiatives, changes to bank relationships and day-to-day cash operations. The role is also responsible to create, maintain and update Company-wide treasury operational policies and procedures and evaluate such activities throughout the Company.

**JOB DESCRIPTION:**

' - Work closely with the Treasurer on the application and enforcement of the financial strategies for the company. Assures compliance with local laws and regulations - Lead the planning and execution of the daily cash management deliverables or activities covering multiple locations - Serve as lead representative with internal and external auditors preparing documentation, conducting process walkthroughs and defining controls procedures and measures regarding cash management activities - Develop, implement and monitor systems, policies and procedures to efficiently and securely move funds within the company and to third parties - Use strong attention to detail and analytical skills to support the Treasurer in preparing reports to summarize and interpret current and projected company financial position. Effectively provides oversight and management of the rolling cash forecast. Creates weekly/monthly/quarterly reports and variance analysis for management - Leads cooperative efforts amongst the finance teams and implements cash management processes to support corporate initiatives - Ensure documentation for all corporate bank accounts, including signatories and authorization levels, is maintained and updated - Evaluates current accounting practices and policies while looking to strive for continuous improvement - Collaborate with accounting function to reconcile all cash transactions in a timely manner - Perform ad-hoc financial analyses to support decision-making by senior management and the Board of Directors with respect to cash management - Fluent in the Spanish language (read, speak, and write) and spoken and written English fluency will be considered an asset - Advanced Microsoft Office skills in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written and communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration Preferred: - Master's Degree in Finance

#### Experience

Required: - Minimum of 6 years of experience in a similar role with leadership responsibilities Preferred: - Public service industry accounting experience preferred - +11 years of experience working in an accounting environment

#### License/Certifications

Required: - Valid driver's license Preferred: - Certified Professional Accountant (CPA)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_None\_

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**JOB TITLE:** Analyst, Energy Efficiency and Demand Response

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The primary function of this role is to support research, planning, analysis and reporting activities for LUMA Energy's Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Work closely with program supervisors and managers to support the development and delivery of the Company's energy efficiency and demand response programs. - Conduct research and analysis of energy efficiency and demand response technologies and program design strategies. - Prepare reports and analysis for use in developing program plans, and responding to regulatory and stakeholder requests. - Develop and maintain complex spreadsheets used to calculate energy savings, track incentive payments, and forecast portfolio results. - Participate in the evaluation of projects, equipment, and technologies to verify compliance with program requirements. - Develop and maintain analytical tools for tracking program budgets, timelines, and participation to ensure accurate reporting on key performance indicators. - Maintain effective relationships with internal staff and external stakeholders. Coordinate and collaborate across functional areas on change management initiatives to transform organizational systems and processes. Promote teamwork, a positive work environment, and collaborative problem-solving. - Strong analytical and quantitative skills, such as statistics, data analysis and data visualization. - Strong organizational, time management and project planning skills to work independently in a complex and dynamic environment. - Strong verbal and written communication skills to relay information in a clear, concise, and timely manner. - Strong skills in the use of Microsoft Office applications (Word, Excel, Outlook, PowerPoint). - Follow all policies and procedures. - Perform major storm restoration work and associated drills as assigned. - Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor's Degree from an accredited University or College. Preferred Education - Master's Degree in a branch of knowledge specific to the requirements of the position, from an accredited university or college.

**Experience**

Required Experience - Two years of experience in activities related to the position. Preferred Experience - Experience with programs such as Power BI, R, Python or other data management applications is an asset. - General knowledge of electric utility business processes and the IT systems that support them.

**License/Certifications**

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Analyst, Distributed Generation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Provides support in research, planning, analysis, and reporting activities for the Company's Energy Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Work closely with program supervisors and managers to support the delivery of distributed generation programs and projects.
- Conduct research and analysis to support the implementation and continuous improvement of distributed generation interconnection processes and standards.
- Prepare reports and analysis for use in developing business plans and responding to regulatory and stakeholder requests.
- Develop and maintain spreadsheet databases and analytical tools used to track, forecast and report on interconnection applications and other key performance indicators.
- Participate in the evaluation of projects, equipment, and technologies to verify compliance with interconnection requirements.
- Collaborate across functional areas on change management initiatives to transform organizational systems and processes.
- Maintain effective relationships with internal staff and external stakeholders.
- Promote teamwork, a positive work environment, and collaborative problem-solving.
- Strong analytical and quantitative skills, such as statistics, data analysis and data visualization.
- Strong organizational, time management, and project planning skills to work independently in a complex and dynamic environment.
- Strong verbal and written communication skills to relay information in a clear, concise, and timely manner.
- Strong skills in the use of Microsoft Office applications (Word, Excel, Outlook, PowerPoint).
- Follow all policies and procedures.
- Perform major storm restoration work and associated drills as assigned.
- Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education: - Bachelor's Degree from an accredited University or College. Preferred Education: - Master's Degree in a branch of knowledge specific to the requirements of the position, from an accredited university or college.

**Experience**

Required Experience: - Two years of experience in activities related to the position. Preferred Education: - Experience with programs such as Power BI, R, Python or other data management applications is an asset.

- General knowledge of electric utility business processes and the IT systems that support them.

**License/Certifications**

**Travel Requirements**

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom.  
- Grab - Seldom. - Bend - Seldom. - Lift/carry over - 10 - 30 LBS. - Vision - 20/20 Corrected Vision. - Hearing  
- Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - N/A. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A. - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Cost, Controller

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Federal Funding - Cost Controller is responsible for the preparation of federal funding requests and assists the Director, Federal Funding on their submission to FEMA. This role works closely with construction management, Plant Accounting, Budgeting & Planning, Treasury and other groups involved in the System Remediation Plan (SRP) to ensure that funding requests are filed timely and in conformance with FEMA requirements. The role assists in monitoring outstanding reimbursements and follow up with FEMA to ensure timely funding reimbursement.

**JOB DESCRIPTION:**

'- Work closely with Plant Accounting to ensure the scope of work completed for each work order is consistent with that approved in the System Remediation Plan (SRP) - Work closely with Budget & Planning to ensure Federal and Non-Federal Funding are properly segregated - For projects that required scope or budget modifications, the Federal Funding group works with construction management to develop appropriate support for the changes - Oversee the response to FEMA requests pertaining to funding request - Monitor filed funding requests to ensure timely reimbursement - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Strong analytical and attention to detail skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required: - Minimum of 6 years of experience on similar roles Preferred: - FEMA compliance experience preferred - Experience with cost accounting concepts - + 6 years of experience on similar roles

**License/Certifications**

Preferred: - CPA (Certified Public Accountant) - Valid driver's license

## Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over 5 LBS - 10 – 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Planning Supervisor, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervisor of Planning is responsible for providing guidance, mentorship, and supervision to those responsible for the work readiness of: New projects, Preventative and Corrective Maintenance, and Customer service work. The Supervisor will be the manage the first step in dispatching planned work, where their team takes of the intial work requests and determines the resoureces, equipment, materials, permits, and outages required to perform the work is understood and ready to execute by the regional or district level crews.

#### **JOB DESCRIPTION:**

- Work closely with planners to ensure excellent communication and resolve unforeseen issues related to the system, the customer, or weather restraints, in order to maintain target productivity rates
- Maintain close contact and communication with key stakeholders, especially the Division and Regional - Managers, Construction Leads, Construction Planners, Asset Management and the System Operations - Center to ensure work is being planned as effeciently as possible.
- Work closely with the System Control Centre and planners to ensure outages are properly planned and coordinated; including, having appropriate permitting and notifications in place
- Review the listing of initiated work for the regional districts, and prioritize and delegate subsets of the work to planners for further development
- Review the work presented by individual planners to ensure that their documentation accurately captures the entirety of the scope of work
- Review work presented by individual planners to ensure that documentation accurately captures the requisite permitting; inclusive of applicable safety and environmental regulation
- Ensure the collection of work is execution-ready before it is handed-off to Scheduling/Dispatch
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Other duties as assigned

#### **REQUIREMENTS**

##### **Education**

- Must have high school Diploma with some level of post-high school training, courses, etc.
- Engineering or techincal post-secondary education with proven field knoweldge.
- Applicable journeyman trade qualification with proven planning and office based experience.

##### **Experience**

- Minimum 12 year's experience and at least 3 years in a Supervisory role leading teams.

##### **License/Certifications**

- Professional designations are not required but will be considered an asset.

##### **Travel Requirements**

15%

#### Physical Demands

- Stationary Position: Constantly - Pushing / Pulling / Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift / Carry: Seldom, up to 40lbs - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

- Wet or Humid: Occasionally - Working near or on moving mechanical parts: Occasionally - Working near or on heavy machinery: Occasionally - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Occasionally - Work with electricity: Occasionally - Work with explosives: Seldom - Work on or near a source of radiation: Seldom - Loud noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other: N/A

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**JOB TITLE:** Business Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for activities to help support the group's mandate for ensuring effective utilization of the technology Tools and application(s) under the direction supervision of a senior team member. The Business Analyst uses their skills and knowledge to assist the business in translating business requirements into a technical solution. The Business Analyst has a solid understanding of the business area they support and how technology solutions are used in those business areas. The Business Analyst works within a business area and software area that they have developed knowledge and competence in but takes on increasingly complex assignments compared to the Business Analyst (Associate). The Business Analyst will begin to develop an area of strength in business analysis and process modeling; technical leadership of one or more core business technologies; or may begin to work on Project Management competencies.

**JOB DESCRIPTION:**

- Within area of business expertise, gathers business requirements for projects or enhancements and provides quality assurance for more junior team members in the same area - Develops business process models for new or revised business processes - Conducts facilitated requirements and process development sessions with business unit representatives - Assists business units to create user acceptance testing scenarios - Assists in maintenance of published business process models - Writes procedure documentation - Prepares project documents as required - Determines areas of data analysis that are necessary to understand business problems or issues - Has a thorough understanding of the vendor software being supported and its relation to the business processes - Records, tracks and analyzes the impact of the proposed software life cycle and changes being introduced by the vendors for discussion with senior team members - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in information systems, computer science, information technology or a related discipline or equivalent experience

**Experience**

Required: - 3 - 5 years Business Analysis experience Preferred: - Business process modeling experience - Utility business knowledge

**License/Certifications**

Preferred: - Business Process Modeling

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Engineer, Dist Planning and Support

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Engineer Distribution Planning and Support provides engineering analysis and analytic support to the control center with regards to all unplanned outages, events and incidents that impact the Distribution systems. The support includes post-event analysis, root cause analysis, human element outages and asset management strategy in accordance with operation requirements and corporate strategies. The role is responsible to produce, update and maintain Distribution system operational procedures and processes. This includes, ensuring changes in procedures and processes are documented and communicated to the appropriate stakeholder.

**JOB DESCRIPTION:**

- While applying strong attention to detail, provide engineering support to the control room in the area of system performance related to the Electric Distribution System. - Participate, assist and provide input to the development of system performance matrix for the Distribution electric system. - Produce, update and maintain operating procedures and processes and ensure compliance with any regulation, law, safety or environment requirements. - Provide input to System Operation leaders in the development of root-cause analysis framework and perform root-cause analysis followed the pre-established framework. - Perform post events and disturbances analysis, ensure they are technically sound and aligned with System Operation policies and procedures. - Participate in the human performance working team to identify human-related outages, come up with lessons learnt and follow through with implement improvement changes. - Use strong verbal and written communication skills to assist others with (or lead) the coordination of studies and analyzes aimed at improvement, reliability, stability and optimization of Distribution Systems. - Work with and provide support to Distribution Performance Engineer on the technical matters that impact the performance of the Generation and Transmission system. - Use strong analytical and problem-solving skills to analyze operations logs, real-time, historical data, measurement instruments or indicators to detect any failures and irregularities for improvement and determination of efficiency and productivity levels of the Distribution electrical system. - Use strong interpersonal skills to build effective working relationships. Work with other engineer teams in the corporation and represent System Operation in Asset Management, Planning strategy and other corporate initiatives. - Follows all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Required Education - Bachelor's Degree in Electrical Engineering from an accredited university or college.

Experience

Required Experience - Four years of utility experience the area of power generation, power system, power quality and/or real-time control center operation.

#### License/Certifications

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Valid driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors.

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Manager, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Manager, Contact Center directs, advises, coaches, and supports Supervisors, Contact Center on managing Associate Customer Experience Advisors (ACXAs), Customer Experience Advisors (CXAs), and Senior Customer Experience Advisors (SCXAs) performance metrics and in creating a positive customer experience. The Manager, Contact Center provides daily oversight and direction to Supervisors, Contact Center and collaborates with Customer Experience management and the leadership across workstreams. We have flexibility on the office location for this position. Throughout the recruitment process, the team will work with you to determine your office location.

#### **JOB DESCRIPTION:**

- Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to achieve strong performance metrics and a positive customer experience
- Using strong leadership, coaching, and mentoring skills. Develop a high-performing workforce through the implementation of measurable objectives, the assessment of individual performance against the objectives, and the implementation of developmental growth activities and training. Support Supervisors, Contact Center to ensure effective hiring, training, coaching, rewarding, promoting, and disciplining.
- Work with the Workforce Management Supervisor and others to ensure customers receive timely service through effective staffing and call routing
- Review customer satisfaction research and customer feedback to better understand customer issues and take actions to improve the customer experience
- Evaluate service levels and service quality and implement actions for improvement in performance metrics and the customer experience
- Identify, develop, and implement creative solutions to address and reduce future customer complaints and support a positive customer experience
- Drive the development of collaborative workflow processes within the Customer Experience teams and across workstreams including T&D Operations
- Ongoing travel to remote sites to manage remote Supervisors and teams may be required
- Excellent interpersonal and communication (verbal and written) skills with the ability to work with all levels within the organization from leadership to agents as well as manage and resolve conflict.
- Strong focus on customer relationship management is required
- Excellent decision-making, problem-solving, and organizational skills
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint)
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

#### **REQUIREMENTS**

Education

- Bachelor's degree

Experience

- 6+ years of experience in customer contact center operations and management - Working knowledge of CC&B functionality Preferred - 11+ years of experience in contact centers or customer service.

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 50%

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab -Seldom - Bend -Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Sr Accountant Regulatory Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Senior Accountant, Regulatory Reporting ensures the delivery of accurate and timely regulatory financial reporting on a monthly basis, quarterly and annual basis. This role directly collaborates with the Supervisor Regulatory Reporting, Manager, Financial Reporting and Controller to ensure accounting processes are functioning efficiently and accurately, and to investigate questions from executives concerning financial results.

**JOB DESCRIPTION:**

'- Using the financial system reports and other financial information, works on the reviews of various financial documents, reports, statements, and disclosures, provides the interpretation of fluctuations or potential negative impact, identifies risks, communicates findings to Supervisor Regulatory Reporting, Manager of Financial Reporting, Controller, Regulatory Affairs Department, and assists with preparation of regulatory reports, filings and resolutions: - Preparation of monthly, quarterly, and annual regulatory financial reports and other financial information reports for the Regulatory Affairs Department. - Financial analysis of the impact of various regulatory proposals. - Works closely with the Regulatory Affairs Department and other Accounting groups to help to resolve any accounting issues that may arise. - Supports the Supervisor Regulatory Reporting as the main point of contact for the external regulatory bodies. - Provides support and assistance to the Management Reporting and External Reporting groups in preparations of Company's internal financial reports, External financial reports, board of director presentations, etc. - Provides support and assistance to the external auditors in connection with the audit of the company. - Continuously searches for ways to improve the reporting process at the corporate and operating unit's levels. - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Accounting, Finance or Business Administration

#### Experience

Required: - Minimum of 6 years of experience in a similar role Preferred: - Experience in Regulatory Accounting - + 6 years of experience in a similar role - + 3 years of experience in public accounting

#### License/Certifications

Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Sr Accountant Mgmt Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Senior Accountant, Management Reporting ensures the delivery of accurate and timely financial reporting on a monthly basis. This role directly collaborates with the Manager, Financial Reporting and Controller to ensure accounting processes are functioning efficiently and accurately, and to investigate questions from executives concerning financial results.

**JOB DESCRIPTION:**

' - Using the financial system reports and other financial information, performs reviews of various financial documents, reports, statements, and disclosures, provides interpretation of fluctuations or potential negative impact, identifies risks, communicates findings to Management, Controller, operations personnel, and assists with preparation of reports and resolutions: - Monthly review of the financial statement and other financials for each operating unit - Actual vs. Forecast Review - Management Representation/Questionnaire Review - Monthly Reporting Schedules. - Works closely with the operating units, other Accounting groups and company departments to help to resolve any accounting issues that may arise. - Supports the Supervisor Management reporting as the main point of contact for the operating department's budget analysts. - Provides support and assistance to the external financial reporting group in preparations of the Company's external financial reports, regulatory agency reports, board of director presentations, etc. - Provides support and assistance to the external auditors in connection with the audit of the company. - Continuously searches for ways to improve the reporting process at the corporate and operating unit's levels. - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint. - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Accounting, Finance or Business Administration

Experience

Required: - Minimum of 6 years of experience in a similar role Preferred: - + 6 years of experience in a similar role - + 3 years of experience in public accounting

License/Certifications

Preferred: - CPA (Certified Public Accountant)

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Sr Accountant External Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Senior Accountant, External Reporting ensures the delivery of accurate and timely external financial reporting on a monthly basis. This role directly collaborates with the Supervisor External Reporting, Manager, Financial Reporting and Controller to ensure accounting processes are functioning efficiently and accurately, and to investigate questions from executives concerning financial results.

**JOB DESCRIPTION:**

'- Using financial system reports and other financial information, performs review of various financial documents, reports, statements, and disclosures, provides with interpretation of fluctuations or potential negative impact, identifies risks, communicates findings to Supervisor External Reporting, Manager of Financial Reporting, Controller, operations personnel, and assists with preparation of reports and resolutions: - Preparation of monthly review of the financial statement and other financials for each operating unit - Actual vs. Forecast Review - Management Representation/Questionnaire Review - Monthly Reporting Schedules - Works closely with the operating units, other Accounting groups and company departments to help to resolve any accounting issues that may arise. - Supports the Supervisor External Reporting as the main point of contact for the external and internal auditors. - Provides support and assistance to the Management Reporting and Regulatory Reporting groups in preparations of Company's internal financial reports, regulatory agency reports, board of director presentations, etc. - Provides support and assistance to the external auditors in connection with the audit of the company. - Proficient in Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

**Education**

Required: - Bachelor's degree in Accounting, Finance or Business Administration Preferred: - Master's degree in Accounting, Finance or Business Administration

**Experience**

Required: - 5 years of experience in public accounting

License/Certifications

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - Less than 5 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_

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**JOB TITLE:** Administrative Asst, Facility Capital Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant, Facility Capital Management performs various office support duties to the department, including invoicing and purchase requisitions support and request tracking, as well as, providing support for ad hoc projects. The role is responsible for gathering and communicating information for any scanning initiative as well as assisting in the coordination and logistics for scanning / storage requirements. In addition, this role is responsible for ensuring that sensitive information is safeguarded.

**JOB DESCRIPTION:**

- Use strong attention to detail and organizational skills to file paperwork in the appropriate area, with a focus on improving the accuracy of the filing system. Perform regular file system quality checks and record paperwork that is checked out to others - Retrieve paperwork as requested and log documents in the appropriate electronic database - Update records with new information. Follow up with other departments on signature requirements for documents - Create, file and update various documents, files, records, and data related to the transactions, services, and operations of the department - Create purchase requisitions. Track and file purchase orders. Code, process and file invoices - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies and verify receipt of supplies. Order other materials as required - Provide support with timekeeping entries and booking travel arrangements for the team. Complete of expense reports - As require, provide backup support to all administrative assistants within the Real Estate and Facility Services departments - Excellent interpersonal and verbal and written communication skills - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Strong team player with a positive, can- do approach to work assignments - Perform other duties as assigned - Perform major storm restoration work and associated drill as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: High School Diploma or GED equivalent

Experience

Required: 1 – 3 years of experience in field or related area.

License/Certifications

None

Travel Requirements

None

#### Physical Demands

Stationary Position -Frequently Pushing/Pulling/Reaching - Frequently Climb - Seldom Kneel - Frequently Grab - Frequently Bend - Frequently Lift/carry over - Less than 5 LBS Vision – 20/20 corrected vision  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather condition - N/A

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**JOB TITLE:** Administrative Asst, Property and Facility Maint

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant, Property and Facility Maintenance performs various office support duties to the department, including invoicing and purchase requisitions support and request tracking, as well as, provide support for ad hoc projects. The role is responsible for gathering and communicating information for any scanning initiative as well as assisting in the coordination and logistics for scanning/storage requirements. In addition, this role is responsible for ensuring that sensitive information is safeguarded.

**JOB DESCRIPTION:**

- Use strong attention to detail and organizational skills to file and retrieve paperwork in the appropriate area, with a focus on improving the accuracy of the filing system. Perform regular file system quality checks and record paperwork that is checked out to others - Input paperwork into an electronic database. Update records with new information. Follow up with other departments on signature of documents - Create, file and update various documents, files, records, and data related to the transactions, services, and operations of the department - Create purchase requisitions. Track and file purchase orders. Code, process, and file invoices - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies and verify receipt of supplies - Provide support with timekeeping entries and with the organization and booking of travel arrangements for the team. Completion of expense reports - As required, provide backup support to all administrative assistants within the Real Estate and Facility Services departments - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint. - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: High School Diploma or GED

Experience

Required: 1 – 3 years of experience in field or related area.

License/Certifications

None

Travel Requirements

None

Physical Demands

Stationary Position -Frequently    Pushing/Pulling/Reaching - Frequently    Climb - Seldom    Kneel - Frequently    Grab - Frequently    Bend - Frequently    Lift/carry over – 10 - 30 Lbs. Vision – 20/20 corrected vision    Hearing - Receive detailed information if spoken to

#### Working Conditions

Wet or Humid - N/A    Working near or on moving mechanical parts - N/A    Working near or on heavy machinery - N/A    Working in high places - N/A    Exposed to fumes or airborne particles - N/A    Exposed to toxic or caustic chemicals - N/A    Frequency of working in outdoor weather conditions - N/A    Work with Electricity - N/A    Work with explosives - N/A    Work on or near a source of radiation - N/A    Loud noise conditions (above 87dB)- N/A    Other Environmental Factors including weather condition – N/A

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**JOB TITLE:** Director, Voice of the Customer

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This Director owns the Voice of the Customer Program and ensures participation at all throughout the organization. This role is responsible for reviewing reports with leadership on a regular basis and ensuring that this information is shared with employees to ensure an understanding of the impact their roles and actions have on CSAT and the company financials. This position leads four primary sub-teams; Quality Assurance, evaluate/score customer experience performance, work with supervisors and training to share areas for coaching/mentoring, and develop programs to measure and improve customer satisfaction (CSAT) scores; Process Improvement – review, processes and identify opportunities for improvement; drive projects to implement new process changes as needed; Customer Self-Service Programs – deliver new self-service capabilities through web, mobile-app, IVR, and other channels; Training – delivering customer experience-related training for the CX department and across the LUMA organization.

#### **JOB DESCRIPTION:**

- Use strong analytical, business process, and problem-solving skills to collect and consolidate data from multiple sources throughout the customer lifecycle and at critical touchpoints including from customer surveys, focus groups, speech analytics, text analytics, employee surveys, etc.
- Obtain CSAT and customer experience information from various stakeholders and functional groups, from front line staff to senior leaders to support the identification of areas of improvement then utilize data analytics to support recommended actions
- Document and share customer studies that consist of both qualitative and quantitative research steps
- Determine how the customer experience is impacting revenue and causing cost damage then create improvement opportunities while constantly looking for opportunities to improve the business
- Facilitate continuous improvement across both internal and external contact centers, as well as Billing Services and Regional Offices
- Create journey maps to tell the customer experience story and identify pain points and improvement opportunities
- Provide recommendations on how to improve the customer experience and performance metrics along with reducing costs
- Provide, at a minimum, one case study each month to the Senior Leadership Team to review including, if possible, employee examples, call recordings, and video interviews
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint)
- Strong verbal and written communication skills with the ability to provide information in a clear, concise, and timely manner
- Strong facilitation skills to guide cross functional teams to a desired result.
- Strong organizational skills and self-motivated to work independently in a complex and dynamic environment
- Follow all policies and procedures
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

Education

- Bachelor's Degree Preferred: - Advance degree

#### Experience

- 11+ years of experience incustomer experience as a leader, trainer, or similar position as a leader, trainer, or similar position - Experience in leading a successful Voice of the Customer Program - General knowledge of electric utility business processes and the IT systems that support them - Project management experience (planning, executing, controlling, closing) as well as managing multiple initiatives of various scope and size - Experience in business analysis and with documentation of projects including problem definition, requirements definition, business process modeling, reporting, data analytics, business cases, and actionable recommendations - Communications and presentation experience to senior leaders - Quality, data analytics and process improvement experience Preferred: - 11 + years in a supervisory position or leading customer experience change initiatives - Training and experience applying quality improvement methodologies (LEAN, Six Sigma) -

#### License/Certifications

- Valid Drivers' License

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing-Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Planner, Dist & Trans

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor of Workforce Planning and Dispatch, the Planner will be responsible for bundling work opportunities within the execution planning of new construction projects, maintenance, operations and customer service work. This role is the main field contact for various internal stakeholders to ensure work is completed safely, efficiently and according to standards and specifications. The Planner assumes the leading role to ensure work is ♦shovel ready♦ to reduce crew downtime. This includes determining resource needs, manhours, material, crew size, permits, equipment, etc.

**JOB DESCRIPTION:**

- Understanding internal and external influences, work types, service targets, deadlines and customer in-service dates, this position will be required to perform the following duties - Develop job safety plans including any special site-specific orientation or PPE required. Identify safety and environment issues related to the scope - Complete execution planning on approved work, outline scope and identify resource requirements such as number of people required, hours, skill/competency requirements, and equipment requirements - Verify materials for accuracy and ensure material is ordered and delivery schedules to site meet construction timelines - Support constructability review of the Engineering design standards and specifications. Liaise with field resources, dispatchers and other departments for technical and constructability support - Ensure the work is ♦shovel ready♦ prior to handover to Dispatch. This includes verification and validation, ordering material, permits and locates, and completing switching plans - Schedule planned outages by coordinating with the System Operations Centre (SOC). Review other outage notifications and identify any maintenance to be completed during scheduled outages - Coach and mentor field resources on Engineering standards, policies and processes. Demonstrated strong leadership, multi-tasking, interpersonal, communication, and team building skills - Support data analysis process and incorporate lessons learned to continuously improve the planning function - Identify logistical requirements such as site facility needs and accommodations/lodging requirements for crews that are travelling - Identify risks associated with weather, equipment and resources, and develop contingency plans if required - Look for opportunities to bundle and aggregate work based on location, work types and resource skill level - Strong utilities knowledge, skills and experience at the journeyman level - Must be familiar with all Engineering standards and specifications related to powerline and substation operations - Proficient with Microsoft Office and ability to work with multiple technology systems (CIS, OMS, APS, Maximo, ATCO For site, etc.) - Excellent critical thinking, problem solving, planning and organizing skills - Ability to self-motivate, work independently and effectively prioritize and manage multiple time sensitive tasks - Demonstrated strong customer service skills and commitment - Strong knowledge and understanding of electrical concepts, operations of the electrical system and project deliverables from start to finish - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Grade 12 high school diploma or equivalent (GED) Journeyman Power Linework or Post Secondary Education related to planning

### **Experience**

### **License/Certifications**

Valid Drivers License First Aid, CPR and AED

### **Travel Requirements**

30%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: Frequently - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, IT Applications

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for leadership of the IT Applications Support team supporting all on-prem and cloud enterprise applications and databases. The position will lead DBA's, Data Analysts and System Analysts to ensure enterprise databases and application security, availability, performance and maintenance. The manager will ensure support contracts and budgets and follow the ITIL framework. This position will also support new business initiatives and the associated software solutions. The manager will have close integration with all levels of the IT OT organization to ensure infrastructure, networking, integration, reporting and cybersecurity is considered and implemented to drive business value and keep cost down.

**JOB DESCRIPTION:**

- Understand and drive Cloud technologies when it makes business sense while considering cybersecurity
- Understand ITIL to ensure proper change management is followed while minimizing business impact
- Understand database technology, structures, networks and mass storage to properly manage the applications and databases
- Work with major vendors and suppliers
- Stay abreast of new developments and technologies to continuously drive business improvements
- Understand networking, cyber and hardware in order to work with the infrastructure, cyber and networking teams
- Must have good communications skills and working with the Technology Enablement teams
- As a leader be able to lead and manage his team by translating business objectives into individual objectives.
- Enable, mentor and coach employees to create a positive work environment
- Work with the project team and business to define and complete the Application Support Decomposition Model, workflows, diagrams and RACI for services (includes new, changed or decommissioned), in support of business objectives and expectations
- Consults with/engages Supplier Management for services (includes new, changed or decommissioned) ensuring requirements are properly communicated for the purpose of negotiations and/or Service Level changes. Works with IT Stakeholders on operational service delivery deficiencies. Escalates issues as needed.
- Knowledge of IT strategy and business plan, business units to understand impacts and requirements, and internal and external business environment
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience Preferred: - A Bachelor's Degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

**Experience**

Required: - 5 to 7 years of related experience and at least 1 year in a leadership role

License/Certifications

Preferred: - ITIL Certified

Travel Requirements

Travels: No Percent of time: N/A Overnight required: N/A

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - N/A  
- Bend - N/A - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Coord, Treasurer

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator is responsible to provide senior administrative support to the functional area. This includes supporting business functions and project administration processes and is responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the area. The role requires an appreciation for and understanding of protocol, discretion, confidentiality, professionalism while demonstrating diplomacy and tact, and building and maintaining relationships. This role is expected to demonstrate superior customer service, as well as be highly organized with the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the role is flexible in terms of hours of work.

**JOB DESCRIPTION:**

- Under occasional supervision and within general guidelines, instructions and precedents, perform specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work. - Provide in-depth technical expertise related to the administrative processes and systems within the business area. Provide recommendations that affect tasks or could change outcomes - Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports - Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events - Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information - Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects - Perform duties maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress - Apply attention to detail in daily tasks ensuring complete accuracy, especially under tight deadlines - Superior understanding and experience in Microsoft Office applications, including Word, Excel, PowerPoint, Outlook and Adobe Acrobat with the ability to develop reports from concepts provided - Superior verbal and written communication skills - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: - Associates Degree in similar roles or at an administrative level

Experience

Preferred: - Bachelor's Degree in similar roles or at an administrative level

License/Certifications

N/A

Travel Requirements

Travels: No Overnight required: N/A

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over -10 – 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions: \_\_\_\_N/A\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Key Accounts

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant, Key Accounts is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions.
- Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests.
- Maintain and monitor department schedules.
- Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions.
- Compare and identify irregularities in computer reports, memos, correspondence, and others.
- Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc.
- Receive invoices and monitor invoice approval, work with accounting department.
- Make purchases corresponding to the department.
- Greet visitors and determine whether access to specific internal individuals is permitted.
- Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.
- Self-starter with the ability to work independently while supporting the needs of the team.
- Excellent verbal and written communication skills.
- Strong decision-making skills.
- Proficient in computer applications such as MicroSoft Office.
- Follows all policies and procedures; perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - N/A - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Assistant

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions.
- Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests.
- Maintain and monitor department schedules.
- Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions.
- Compare and identify irregularities in computer reports, memos, correspondence, and others.
- Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc.
- Receive invoices and monitor invoice approval, work with accounting department.
- Make purchases corresponding to the department.
- Greet visitors and determine whether access to specific internal individuals is permitted.
- Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.
- Self-starter with the ability to work independently while supporting the needs of the team.
- Excellent verbal and written communication skills.
- Strong decision-making skills.
- Proficient in computer applications such as MicroSoft Office.
- Follows all policies and procedures; perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - N/A - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions. - Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests. - Maintain and monitor department schedules. - Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Compare and identify irregularities in computer reports, memos, correspondence and others. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place and expedite supply orders, verify receipt of supplies, etc. - Receive invoices and monitor invoice approval, work with accounting department. - Make purchases corresponding to the department. - Greet visitors and determine whether access to specific internal individuals is permitted. - Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as MicroSoft Office. - Follows all policies and procedures; perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly” - Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: N/A - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Asst, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions. - Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests. - Maintain and monitor department schedules. - Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Compare and identify irregularities in computer reports, memos, correspondence and others. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place and expedite supply orders, verify receipt of supplies, etc. - Receive invoices and monitor invoice approval, work with accounting department. - Make purchases corresponding to the department. - Greet visitors and determine whether access to specific internal individuals is permitted. - Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as Microsoft Office. - Follows all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - N/A - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Administrative Asst, Revenue Protection  
**DEPARTMENT:** Customer Experience  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions.
- Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests.
- Maintain and monitor department schedules.
- Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions.
- Compare and identify irregularities in computer reports, memos, correspondence, and others.
- Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc.
- Receive invoices and monitor invoice approval, work with accounting department.
- Make purchases corresponding to the department.
- Greet visitors and determine whether access to specific internal individuals is permitted.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Self-starter with the ability to work independently while supporting the needs of the team.
- Excellent verbal and written communication skills.
- Strong decision-making skills.
- Proficient in computer applications such as Microsoft Office.
- Follows all policies and procedures.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - N/A - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Administrative Asst, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant, Regional Customer Experience is responsible for office support for employees and customers with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Type material of any degree of difficulty such as correspondence, memos, forms, lists, financial reports, purchase orders, personnel and payroll actions, statistical data and others based on copies, documents and/or verbal instructions.
- Assist department with all functions of the daily operations. This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, and provide information by answering questions and requests.
- Maintain and monitor department schedules.
- Assist the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions.
- Compare and identify irregularities in computer reports, memos, correspondence, and others.
- Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc.
- Receive invoices and monitor invoice approval, work with accounting department.
- Make purchases corresponding to the department.
- Greet visitors and determine whether access to specific internal individuals is permitted.
- Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.
- Self-starter with the ability to work independently while supporting the needs of the team.
- Excellent verbal and written communication skills.
- Strong decision-making skills.
- Proficient in computer applications such as MicroSoft Office.
- Follows all policies and procedures; perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 1+ Year Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English).

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - N/A - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Heavy Equipment Operator - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position will operate and maintain large commercial vehicles such as radial boom derrick truck, Single / Tandem axle truck trailer combinations, picker / knuckle boom trucks used in the construction and maintenance of power lines and other related facilities. Other Equipment includes; Nodwell (tracked vehicle), rubber tired / tracked excavators various trenching equipment and skid steer units. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Transport vehicles and equipment to and from job sites - Operate vehicles and equipment on jobsites in support of construction, maintenance and operation of the Transmission and Distribution system - Accurate and timely recordkeeping of logbooks for equipment and vehicles operated - Accurate and timely upkeep of equipment / field maintenance requirements - Load, haul and unload material, poles and electrical apparatus (transformers, regulators, etc.) required for power line construction and maintenance - Assist lineworkers with manual duties such as shoveling, lifting, assembling, site clean up and other related nonskilled labor when operating equipment is not required - Strong interpersonal, team participation and communication skills. - Familiar with DOT as pertaining to operation of commercial vehicles - Basic knowledge and understanding of electricity or previous experience working in the utility industry - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- High School Diploma or equivalent (GED)

**Experience**

- 1 - 3 years of related experience - A proven record and experience of safe working skills regarding vehicle and equipment operation. - Experience operating large commercial vehicles; truck/trailer combinations. - Vehicle and equipment maintenance experience and/or mechanical aptitude. - Previous training and experience in logbook completion and load securement. Preferred Experience: - Radial Boom Derrick (RBD) training - Previous experience operating a track hoe - Previous experience operating excavation equipment (ie: backhoe, trencher, etc.) - Previous experience and demonstrated ability working in cross-cultural environments

**License/Certifications**

- Light Hydraulic Crane Certification - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Production Specialist, Aviation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The APS supervises the aircraft mechanics and is responsible for all personnel performing maintenance on aircraft. The APS will ensure aircraft are maintained in a safe/airworthy status and all maintenance and inspections are performed IAW applicable CFR's, Maintenance Publications, Operations Specifications, and this GMM.

**JOB DESCRIPTION:**

- To ensure airworthiness of aircraft: - Coordinate with the tracking and scheduling of aircraft maintenance and inspections. - Scheduling of aircraft maintenance work force. - Coordinate with Flight Operations for all maintenance that will require an aircraft to be out of service. - Plan and assign aircraft to job sites. - Assign workloads, considering personnel training, qualifications, and authorizations. - Monitor aircraft maintenance and provide supervisory/technical support. - Initiate and manage back shop work orders. - Assist the Parts and Special Tools Clerk with receiving inspections. - Inspect and evaluate all used parts returned to the Gettysburg facility for disposition. - Provide training and direct supervision "On the Job Training" (OJT) to new MT's. Comply with training requirements. - Manage and enhance the Field Service Reports (FSR) program. - Compile the Daily Status Report (DSR) and monthly Out of Service Reports (OOS) and disseminate to the department heads as required. - Assure the facilities are maintained in a clean and orderly manner. - Coordinate with maintenance contracting agencies when maintenance activities are performed on the company aircraft. - This is to include oversight of contracted maintenance activities to the extent required to assure airworthiness. - Other duties as assigned by the Director of Maintenance. - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

- Hold a current FAA Mechanic Certificate with both Airframe and Power Plant ratings. - An Inspection Authorization, BA, or AAS degrees are a plus, but not required for this position.

Experience

- Has had at least five years of experience in aircraft maintenance, one year of which must have been in a supervisory capacity. - Has a thorough working knowledge of the applicable CFRs.

License/Certifications

N/A

Travel Requirements

20%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: NA - Other:

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**JOB TITLE:** Construction Inspector

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under general supervision of the Field Construction Supervisor, this position is responsible for the inspection and quality control of construction work, either contracted or completed by company Construction Crews

**JOB DESCRIPTION:**

- This position is required to work closely with the Construction Lead and the Workforce Planner role to ensure collaboration and gained efficiencies through optimal planning and organizing.
- Liaise with Field Foreman and contractors to inspect the project through necessary milestones.
- Commission the project, once constructed inspect it to ensure it's safe to energize, operable, built to standard and built to code
- Conduct safety and site observations on the crews
- Sound computer skills, including Mobile TC & Viewer, Storms, MS Word, Excel and Outlook. Strong understanding of Maximo or ABB solutions an asset
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Grade 12 high school diploma or equivalent (GED) Journeyman Power Lineworker, Electrician, Electrical Technologist, Electrical Engineer or a safety codes officer

**Experience**

> - Strong utilities construction knowledge and experience - Knowledge of all construction/design standards and OSHA standards, - Proven Safety Performance

**License/Certifications**

Valid Journeyman Power Lineworker Certificate or recognized equivalent Valid Drivers license First Aid, CPR and AED Certificate

**Travel Requirements**

40%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

**Working Conditions**

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne

particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

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**JOB TITLE:** Director, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President Operation, this position will be responsible for all Field Operations within their designated zone (East or West). The Senior Leader will provide necessary strategic oversight and direction to the Regional Managers to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. The Senior Leader will also be an advocate to remove silos across the organization to foster horizontal leadership.

**JOB DESCRIPTION:**

- This position is accountable for overall management of operations and construction in a geographic area. The position is responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects. - The Division leader plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal that is adhered to. The - Division leader is a highly influential and visible role at Luma combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business. The - Division leader is the Vice President's partner in preparing the company's short-term and long-term strategic roadmap. Achieving the following interrelated goals: 1) achieve a strategic vision, 2) provide benefits to significant stakeholders, and 3) transform the organization to the utility of the future. - The role is accountable for managing and maintaining positive relationships both internally and externally. Using appropriate judgment, the Division leader deals with all escalated issues, internal or external. - The Division leader is a member of the leadership team. - The Division leader also participates in regular meetings/teams with peers across the company to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- College diploma, - Professional Engineer - Technologist diploma or a Journeyman Power Lineworker certification or professional discipline.

**Experience**

- Excellent knowledge of LUMA's business. - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated. - Proven experience applying sound judgment to make decisions.

**License/Certifications**

- Valid Drivers License - First Aid - Primeros Auxilios - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

Wet or humid: Seldom Working near or on moving mechanical parts: Seldom Working near or on heavy machinery: Seldom Working in high places: Seldom Exposed to fumes or airborne particles: Seldom Exposed to toxic or caustic chemicals: Seldom Frequency of working in outdoor weather conditions: Seldom Work with electricity: Seldom Work with explosives: N/A Work on or near a source of radiation: Seldom Loud Noise conditions (abover 87 db): Seldom Other environmental factors including weather conditions: Seldom Other:

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**JOB TITLE:** Director, Lines, East

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Vice President Operation, this position will be responsible for all Field Operations within their designated zone (East or West). The Senior Leader will provide necessary strategic oversight and direction to the Regional Managers to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. The Senior Leader will also be an advocate to remove silos across the organization to foster horizontal leadership. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

#### **JOB DESCRIPTION:**

- This position is accountable for overall management of operations and construction in a geographic area. The position is responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects. - The Division leader plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal that is adhered to. The - Division leader is a highly influential and visible role at Luma combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business. The - Division leader is the Vice President's partner in preparing the company's short-term and long-term strategic roadmap. Achieving the following interrelated goals: 1) achieve a strategic vision, 2) provide benefits to significant stakeholders, and 3) transform the organization to the utility of the future. - The role is accountable for managing and maintaining positive relationships both internally and externally. Using appropriate judgment, the Division leader deals with all escalated issues, internal or external. - The Division leader is a member of the leadership team. - The Division leader also participates in regular meetings/teams with peers across the company to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

##### **Education**

- College diploma, - Professional Engineer - Technologist diploma or a Journeyman Power Lineworker certification or professional discipline.

##### **Experience**

- Excellent knowledge of LUMA's business. - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated. - Proven experience applying sound judgment to make decisions.

#### License/Certifications

- Valid Drivers License - First Aid - Primeros Auxilios - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

Wet or humid: Seldom Working near or on moving mechanical parts: Seldom Working near or on heavy machinery: Seldom Working in high places: Seldom Exposed to fumes or airborne particles: Seldom Exposed to toxic or caustic chemicals: Seldom Frequency of working in outdoor weather conditions: Seldom Work with electricity: Seldom Work with explosives: N/A Work on or near a source of radiation: Seldom Loud Noise conditions (abover 87 db): Seldom Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Operational Advisor, Lines, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Operational Officer will provide necessary strategic oversight and direction to the role to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. Owns and ensures the execution of the company's strategy defined by the CEO and VP of operations. The role works with everyone cross-functionally to make sure the organization is set up to and actually delivering on their targets. Cultural fit is also extremely important for the role, due to the cross-cultural and people leadership aspects challenges of standing up a new organization. As the right hand person, taking over what was often previously within the Director/VP responsibilities, they need to be in sync on the vision for the company and current status of objectives. The role is the most important position needed to strengthen the management team. It allows the Division Leader to have the confidence that the company will carry on running the same in their absence. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

#### **JOB DESCRIPTION:**

- This position is accountable for overall management of operations and construction in a geographic area.
- Responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division/Department to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects.
- Plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal that is adhered to.
- Highly influential and visible role at Luma combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business.
- Achieving the following interrelated goals: 1) achieve a strategic vision, 2) provide benefits to significant stakeholders, and 3) transform the organization to the utility of the future.
- Accountable for managing and maintaining positive relationships both internally and externally.
- Member of the leadership team.
- Participates in regular meetings/teams with peers across the company to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

##### **Education**

- A combination of the following education will be considered: College Diploma or Professional Engineer or Journeyman Powerline worker or Professional Discipline.

##### **Experience**

- Excellent knowledge of LUMA's business. - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated. - Proven experience applying sound judgment to make decisions. - 11+ years utility experience.

#### License/Certifications

- Valid Drivers License - First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: Seldom - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other:

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**JOB TITLE:** Project Reporting Coordinator, Risk & Reporting

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Risk & Reporting, this position is responsible for project status and progress reporting for Scope, HSE, schedule, risks, and costs in support of Projects and ensuring timely project reporting within defined standards and consistent practices. The position supports the development of best practices, consistent standards and Project Reporting activities for all LUMA capital projects .

**JOB DESCRIPTION:**

- The position is expected to be a functional expert of project progress monitoring, collection of progress data for schedule, scope, costs and risk/contingency from various disciplines within LUMA - Responsible to provide Project Reports from a technical front in a timely and accurate manner for submission internally within LUMA and externally to PREB, P3A, COR, FEMA and others as required in accordance with established practice standards and reporting guidelines - Identifying systemic issues within processes & tools and developing corrective strategies to mitigate or eliminate issues - Support the project team by attending meetings and working collaboratively with others - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Graduate from a recognized Electrical Engineering or Technology Program or Business program.

**Experience**

- Minimum 2 years project Reporting Experience in a Regulated Utility or EPC environment. - Experienced with Report Creating Tools, PREB, COR3 and FEMA, Government rules and Regulations on Risk Management and Cost Reporting Practices in use is considered an asset.

**License/Certifications**

Valid Driver's License

**Travel Requirements**

10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

**Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Meter Tester

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Meter Testing, this position is responsible for testing, verification, and calibration of electric meters and electric metering installations to include instrument rated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Test/install/maintain self-contained and instrument rated electric meters and associated metering installations
- Adhere to plans, policies, and procedures relating to the testing of utility metering installations
- Ensure that self and peers adhere to meter testing utility plans, policies, and procedures
- Address and bring to attention shortfalls in meter testing plans and workflows
- Adhere to plan to address meter reading deficiencies in collaboration with AMI department
- Suggest and review pertinent data related to new & existing electric services & metering installations
- Execute metering projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and obtain documents from all metering function groups, check for completeness and consolidate if necessary
- Coordination of design activities as a member of a multi-disciplinary team of managers
- Lead and support capital projects
- Develop, and review metering designs
- Work planning, coordination, and cost estimating
- Support and improve metering diagrams and design drawings
- Support and improve meter equipment specifications
- Participate in procurement of metering equipment
- Support and improve metering processes and standards
- Participate and lead design initiatives, including presentations to the metering group and senior management
- Various reporting to the other managers in Metering, Metering Director and project team
- Provide technical support to field organizations
- Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills in Spanish and English
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior engineers and designers
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Required Education - Technical degree in electricity/electric theory Preferred Education - Bachelor of Science Degree in Engineering or Business

## Experience

Required Experience - Minimum seven (7) years of experience in a Utility Environment Preferred Experience - Previous experience working in Metering/AMI/Linework

## License/Certifications

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - Frequently - Exposed to fumes or airborne particles - Frequently - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Meter Specialist

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Meter Testing, this position is responsible for testing, verification, and calibration of electric meters and electric metering installations to include instrument rated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Test/install/maintain self-contained and instrument rated electric meters and associated metering installations
- Responsible for utilities most complex metering installations
- Understanding of pulse boards and utilization of KYZ inputs and outputs
- Knowledge of writing, interpreting, understanding meter and AMI programs
- Adhere to plans, policies, and procedures relating to the testing of utility metering installations
- Ensure that self and peers adhere to meter testing utility plans, policies, and procedures
- Address and bring to attention shortfalls in meter testing plans and workflows
- Adhere to plan to address meter reading deficiencies in collaboration with AMI department
- Suggest and review pertinent data related to new & existing electric services & metering installations
- Execute metering projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Coordination of design activities as a member of a multi-disciplinary team of managers
- Lead and support capital projects
- Develop and review metering designs
- Work planning, coordination, and cost estimating
- Support and improve metering diagrams and design drawings
- Support and improve meter equipment specifications
- Participate in procurement of metering equipment
- Follow, develop and improve metering processes and standards
- Participate and lead design initiatives, including presentations to the metering group and senior management
- Various reporting to the other managers in Metering, Metering Director and project team
- Provide technical support to field organizations
- Any and all duties below this classification
- Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior engineers and designers
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required Education - Technical degree in electricity/electric theory Preferred Education - Bachelor of Science Degree in Engineering or Business

### **Experience**

Required Experience - Minimum seven (7) years of experience in a Utility Environment Preferred Experience - Previous experience working in Metering/AMI/Linework

### **License/Certifications**

### **Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

### **Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - Frequently - Exposed to fumes or airborne particles - Frequently - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Meter Tester

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Meter Testing, this position is responsible for testing, verification, calibration of electric meters and electric metering installations to include instrument rated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Test, install, and maintain self-contained and instrument rated electric meters and associated metering installations.
- Adhere to plans, policies, and procedures relating to the testing of utility metering installations.
- Ensure that self and peers adhere to meter testing utility plans, policies, and procedures.
- Address and bring to attention shortfalls in meter testing plans and workflows.
- Adhere to plan to address meter reading deficiencies in collaboration with AMI department.
- Suggest and review pertinent data related to new & existing electric services & metering installations.
- Execute metering projects within scope, schedule and cost.
- Review functional specifications for completeness and consider practical limitations of project scope.
- Coordination of design activities as a member of a multi-disciplinary team of managers.
- Lead and support capital projects.
- Review metering designs.
- Work planning, coordination, and cost estimating.
- Support and improve metering diagrams and design drawings.
- Support and improve meter equipment specifications.
- Participate in procurement of metering equipment.
- Support and improve metering processes and standards.
- Participate and lead design initiatives, including presentations to the metering group and senior management.
- Various reporting to the other managers in Metering, Metering Director and project team.
- Provide technical support to field organizations.
- Any and all duties below this classification.
- Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications.
- Business knowledge in the utility & regulated environment.
- Working knowledge of our Operations groups & the challenges they face day to day.
- Proven experience applying sound judgment to make decisions.
- Strong interpersonal and relationship development skills.
- Strong verbal and written communication skills.
- Ability to effectively interact with internal and external customers.
- Excellent team player and ability to prioritize assignments to meet commitments.
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion.
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope.
- Human resources skills to mentor more junior engineers and designers.
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.
- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Required Education - Technical degree in electricity/electric theory Preferred Education - Associate degree in Electronics or Bachelor of Science Degree in Engineering Electronics

#### Experience

Required Experience - Minimum five (5) years of experience in a Utility Environment Preferred Experience - Previous experience working in Metering/AMI/Linework

#### License/Certifications

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Frequently. - Climb - Frequently. - Kneel - Frequently. - Grab - Frequently. - Bend - Frequently. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Frequently. - Working near or on moving mechanical parts - Frequently. - Working near or on heavy machinery - Frequently. - Working in high places - Frequently. - Exposed to fumes or airborne particles - Frequently. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Frequently. - Work with Electricity - Frequently. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Accountant

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting. The Tariff and Budgets group within Regulatory is responsible for conducting analysis, studies and projections related to customer rates and annual budgets as well as interacting with LUMA departments to provide updated discussions of LUMA's activities. This position supports the Tariffs and Budget group within regulatory to prepare, review, analyze a variety of financial reports and takes a role in preparation of financial analysis to support management decisions, , forecasting, variance analysis, with respect to regulatory matters. Further, the Accountant will be required to write findings and provide written summaries of activities performed for regulatory purposes. The Accountant is responsible for a wide range of services, including analysis and evaluations requiring knowledge of accounting and economic techniques, methods and processes gained through the completion of (or working towards) a recognized accounting designation. Knowledge of the utility business or a regulatory framework is an asset.

**JOB DESCRIPTION:**

- Support the coordination and completion of regulatory filing ensuring consistency and accuracy throughout the filings and supporting materials
- Complete detailed utility cost and revenue analyses including regular preparation of reports, variance analyses versus business plan and forecast
- Collaborate with multiple different groups both financial and non-financial to support regulatory filings, and have the ability to manage multiple tasks with deadlines
- Coordinate teams in order to meet outlined schedules and deadlines, including the facilitation of senior review and revisions to documents
- Ensure prudence can be defended by preparing business cases
- Support the regulatory team, with excellent oral and written communication skills, on various utility compliance filing as well as annual budgets, and other applications
- Support development and implementation of regulatory strategy, staying highly organized while having analytical and critical thinking skills
- Involved in the updating of multiple models for compliance filings
- Ad hoc analysis and report preparation, working under pressure with tight deadlines
- Continuously searches for ways to improve the reporting process at the corporate and operating unit's levels.
- Ability to work well in a team environment and establish strong collaborative working relationships with operations
- Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

## **REQUIREMENTS**

### **Education**

Required: Bachelor's Degree in Accounting, Finance or Business Administration Preferred: Master's Degree in Accounting, Finance or Business Administration

### **Experience**

3 years of experience as a professional accountant with supervisory experience

### **License/Certifications**

Preferred Licenses/Certifications - CPA (Certified Public Accountant) - CMA (Certified Management Accountant) - CGA (Certified General Accountant)

### **Travel Requirements**

Travels: No Percent of time: N/A Overnight required: No

### **Physical Demands**

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Frequently - Bend - Frequently - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Sr Manager, HRIS

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The HRIS Sr Manager supports and leads concurrent projects of varying size, duration and complexity and is focused on change management and process improvement within LUMA organization. This includes ensuring project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization in the HR Department.

**JOB DESCRIPTION:**

- Support or own multiple, concurrent HR projects of varying complexity and manages highly complex business issues arising from the implementation of new processes or functions - Work with project sponsors and functional leaders within and outside of HR to craft and confirm project objectives - Mobilize project teams and clearly articulate the plan along with roles and responsibilities for each project team member and stakeholder - Plan and execute programs against project plans, change management plans, and go-live and business readiness plans - Establish project standards, cadence and version controls for project documentation and workflow to ensure success of programs and manages program scope, risk and issue resolution - Partner with HR and functional owners to redesign HR business processes and create implementation and change management plans - Work closely with HR leads and HR technology to prioritize requirements to develop and implement new or modify current processes and tools and responsible for quality of project deliverables - Support good customer service by communicating and/or collaborating with HR department internal and external customers about impending changes, usability issues, and system upgrades or problems - Participate in the overall strategy, planning, implementation, coordination and maintenance of technical solutions meant to support the departments business operations - Excellent organizational skills and attention to detail required to ensure data integrity, manage multiple and competing deadlines and ensure adherence to LUMA policies, procedures and guidelines - Ability to logically and efficiently structure ambiguous problems, identify sources of data, conduct complicated analysis, identify key insights and recommended actions - Follow all policies and procedures - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

It is required a: - BA/BS degree or related or equivalent HR work experience. Preferred Education and Experience - Bachelor's Degree in Computer Science - Information Technology - Or other technical discipline - 8 years of experience preferably in JD Edwards System.

**Experience**

- HRIS management experience

**License/Certifications**

Preferred certificate: - PHR or SHRM-CP

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Technical Analyst, Incident Mgmt

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Technical Analyst, Incident Management is responsible for activities to help ensure effective utilization of the IT Tools and application(s) within the Customer Experience organization. The role uses their skills and knowledge to focus on the use of technology to support the business and has a solid understanding of Customer Experience business areas and a thorough understanding of how the IT solutions and technologies are used to support Customer Experience's mission. The Technical Analyst has an area of strength in application of technology to all Customer Experience business areas (e.g., Billing Services, Contact Center, Revenue Protection, Regional Customer Experience, and Voice of the Customer). This role acts as a core member of the Incident Management team in maintaining up-time and availability for all Customer Experience (CX) technology platforms, responding in a timely and efficient manner to submitted Helpdesk tickets (e.g., from internal CX customers) and operating under the direction of the supervisor with LUMA IT/OT organization on the development of technology road maps and annual plans to support the Customer Experience organization.

**JOB DESCRIPTION:**

- Support maintenance of service-level agreements and up-time for all Customer Experience technology platforms.
- Support supervisor in collaborating with all third-party vendors providing outsourced Customer Experience technology platforms (and/or collaborate with IT/OT department).
- While maintaining internal CX service level agreements (e.g., response time), respond to submitted help desk tickets in a timely manner and collaborate with internal customers to confirm problem area(s), provide trouble shooting and resolve issues in a timely manner to support Customer Experience operations.
- Support development of technology road maps and annual technology plans in collaboration with IT/OT department as part of supporting the Customer Experience department in managing its operations and aligning to overall Customer Experience objections and operational goals while looking for opportunities to continually improve the business.
- Translate business requirements into application configuration requirements and functional specifications.
- Create and maintain end-user configuration rules for CC&B systems and other CX IT systems and technologies.
- Have an in-depth understanding of the vendor software being supported and its relation to business processes.
- Maintain a current awareness of technology vendor direction and trends in designated area.
- May participate on vendor technical committees or user groups.
- Develop and maintain technical application roadmaps and configuration documentation.
- Record, track and analyze the impact of the proposed software life cycle and changes being introduced by the vendors for discussion with senior team members.
- Participate in determining disaster recovery and business continuity plans related to use of technology in LUMA.
- Demonstrates strong problem-solving skills with the ability to gather, communicate and document business requirements for the various organizational areas and project stakeholders that rely on that information to define IT system requirements and organizational processes.
- Performs issue and enhancement analysis to determine root cause of issues and to determine appropriate technical direction.
- Develops estimates and approach for technical resolution.
- May review or participate with vendors to develop

technical solution to issues or enhancements. - Analyze business and technical impact of complex enhancement requests and reviews work done by more junior staff for quality and completion. - Develops estimate for technical resolution. - Determine areas of data analysis that are necessary to understand business problems or issues. - May develop queries and reports to extract data from applications or work with vendor to provide data extracts for analysis. - Forms opinions and options for the business based on the data analysis. - Within area of business expertise, understands business requirements for projects or enhancements and provides analysis to support the use of existing applications to support those business requirements. - Supports development of business process models particularly considering the application of existing technologies to business processes. - Strong verbal and written communication skills to relay information in a clear, concise, and timely manner. - Strong interpersonal skills required to develop and maintain effective and goal-oriented working relationships with all levels of staff in the organization and with third parties. - Strong facilitation skills to guide cross functional teams to a desired result. - Strong organizational skills, self-motivated with the ability to work independently in a complex and dynamic environment. - Strong working knowledge of the Microsoft Office suite and SharePoint. - Performs other duties as assigned. - Performs major storm restoration work and associated drills as assigned. - Follows all policies and procedures.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree.

### **Experience**

- General knowledge of electric utility business processes and the IT systems that support them (in particular for a Customer Experience organization). - Project management skills and experience, managing multiple projects of various scope and size. - Advanced technical system / IT analysis skills. - Business analysis and documentation projects including problem definition, requirements definition, business process modeling and policy, process, procedures, training material updates. - Communications and presentation experience to senior leaders. - 3+ Years Preferred - Training and experience applying IT / support system technologies - 3+ Years

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License. Preferred Licenses/Certifications - Any significant IT certifications are desired.

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work

with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Inventory Planner, Aviation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director of Maintenance. Forms part of the team that manages LUMA's inventory to achieve the optimum balance between, internal customer service, inventory carrying costs, acquisition cost and usage cost. This position is responsible for performing specialized and complex administrative activities in support of the Aviation team. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Support Inventory business functions and provide administrative expertise on Inventory processes (i.e. interpreting and communicating inventory policies, guidelines and processes as requested).
- Conduct quality assurance and control activities. Develop and implement specialized administrative processes and conduct continuous improvement activities.
- Implement document management and control systems and processes. Develop & maintain reports and reporting systems in support of the Inventory function using existing systems or tools.
- Analyze and interpret complex data and make recommendations (i.e.: establishing, monitoring and adjusting, where required, overall inventory levels).
- Research and compile data from internal customer groups or external sources in support of various initiatives and projects (i.e.: demand forecasting).
- Using strong analytical and problem-solving skills, identify, investigate, analyze and provide recommendations to resolve specialized issues
- Coordinate cross-functional activities and/or processes.
- Coordinate stakeholder and customer information and inquiries.
- Liaise with other departments and resolve escalated issues.
- Expert level skills in the use of computer applications (MS Office, databases).
- Strong organizational and time management skills with an ability to handle multiple competing requests. Ability to work independently, in a team environment, and with minimal supervision.
- Exceptional interpersonal and communication skills, both verbal and written.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

Education

- High School Diploma or GED

Experience

- Minimum of 5 years related experience (i.e. inventory management)

License/Certifications

Valid Driver's License

Travel Requirements

10%



#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Inventory Planner

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor ♦ Inventory Management, the Inventory Planner forms part of the team that manages LUMA ♦s inventory to achieve the optimum balance between, internal customer service, inventory carrying costs, acquisition cost and usage cost. This position is responsible for performing specialized and complex administrative activities in support of the Inventory Management team. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Support Inventory business functions and provide administrative expertise on Inventory processes (i.e. interpreting and communicating inventory policies, guidelines and processes as requested) - Conduct quality assurance and control activities. Develop and implement specialized administrative processes and conduct continuous improvement activities - Implement document management and control systems and processes. Develop & maintain reports and reporting systems in support of the Inventory function using existing systems or tools - Analyze and interpret complex data and make recommendations (i.e.: establishing, monitoring and adjusting, where required, overall inventory levels) - Research and compile data from internal customer groups or external sources in support of various initiatives and projects (i.e.: demand forecasting) - Using strong analytical and problem-solving skills, identify, investigate, analyze and provide recommendations to resolve specialized issues - Coordinate cross-functional activities and/or processes - Coordinate stakeholder and customer information and inquiries - Liaise with other departments and resolve escalated issues - Expert level skills in the use of computer applications (MS Office, databases) - Strong organizational and time management skills with an ability to handle multiple competing requests. Ability to work independently, in a team environment, and with minimal supervision - Exceptional interpersonal and communication skills, both verbal and written - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma plus certificate in a related field

Experience

- Minimum of 5 years related experience (i.e. inventory management and/or warehousing) - Preference will be given to candidates who have completed or are enrolled in a Supply Chain Management program
- Experience with Oracle Discoverer, Oracle Inventory, JD Edwards, or SAP will be considered an asset

License/Certifications

Driver's License

## Travel Requirements

10%

## Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Inventory Planner, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, the Inventory Management, the Inventory Planner forms part of the team that manages LUMA's inventory to achieve the optimum balance between, internal customer service, inventory carrying costs, acquisition cost and usage cost. This position is responsible for performing specialized and complex administrative activities in support of the Inventory Management team. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Support Inventory business functions and provide administrative expertise on Inventory processes (i.e. interpreting and communicating inventory policies, guidelines and processes as requested) - Conduct quality assurance and control activities. Develop and implement specialized administrative processes and conduct continuous improvement activities - Implement document management and control systems and processes. Develop & maintain reports and reporting systems in support of the Inventory function using existing systems or tools - Analyze and interpret complex data and make recommendations (i.e.: establishing, monitoring and adjusting, where required, overall inventory levels) - Research and compile data from internal customer groups or external sources in support of various initiatives and projects (i.e.: demand forecasting) - Using strong analytical and problem-solving skills, identify, investigate, analyze and provide recommendations to resolve specialized issues - Coordinate cross-functional activities and/or processes - Coordinate stakeholder and customer information and inquiries - Liaise with other departments and resolve escalated issues - Expert level skills in the use of computer applications (MS Office, databases) - Strong organizational and time management skills with an ability to handle multiple competing requests. Ability to work independently, in a team environment, and with minimal supervision
- Exceptional interpersonal and communication skills, both verbal and written - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma plus certificate in a related field

Experience

- Minimum of 5 years related experience (i.e. inventory management and/or warehousing) - Preference will be given to candidates who have completed or are enrolled in a Supply Chain Management program
- Experience with Oracle Discoverer, Asset Suite, Oracle Inventory, JD Edwards, Asset Suite or SAP will be considered an asset

License/Certifications

- Driver's License - Clean Driving Record

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Business Analyst, Finance, Acctng, Reporting, Veg Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Business Analyst – Finance, Accounting, and Reporting reports to the Finance and Administrative Lead and supports the Vegetation Management (VM) team with reporting of metrics, benchmarks, and key performance indicators. This role assures consistent quality of services delivered by developing, proactively implement and enforcing good practices, standards and systems; validating processes; and providing documentation. This role is responsible for overseeing, coordinating and analyzing the financial records, reports, systems and processes of the VM department and outsourced contracts, including accounting, bookkeeping, and record keeping, and all related financial administration.

**JOB DESCRIPTION:**

- Support creating monthly and annual forecasts, reconciling accounts, creation and submission of accruals.
- Provide training to team on plans and financial processes.
- Develop financial, health, safety, customer service surveys and request reports to be input into departmental performance metric dashboards.
- Identify and resolve problems, complete audits and determine system improvements.
- Use strong attention to detail and organizational skills to prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
- Enhance department and organization reputation by exploring opportunities to add value to job accomplishments
- Develop sustainability metrics and reporting mechanisms.
- Work cross functionally to create budgets and forecasts with internal departments.
- Monitor actual spend patterns vs forecasted spend and analyze variances to provide variance reports
- Ensure accurate accrual information is recorded each month.
- Coordinate invoice processing ensuring timely payments
- Create customized financial reports based on customer needs
- Proficient Spanish language with the ability to read, write and speak
- Spoken and written English fluency will be considered an asset
- Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, SharePoint, Power BI, and Oracle
- Strong team player with a positive, can-do approach towards work assignments while demonstrating patience
- Excellent, professional interpersonal and verbal and written communication skills.
- Ability to present information in a clear and concise manner
- Ability to handle multiple projects, adapting to changes, and being agile in assigned tasks
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

- Degree in Finance, Account, Business, Commerce, or related discipline.

**Experience**

- Experience in development of reports and reporting tools - Preferred: 3-5 years of experience in a financial and reporting dedicated role

#### License/Certifications

- Preferred: Business Analyst designation - Preferred: Professional designation accounting program

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: Yes, infrequently

#### Physical Demands

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 corrected vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Executive Assistant, Regulatory

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for providing administrative support to Vice President, Regulatory and for the Regulatory Department. This position will perform a variety of standardized tasks including reporting, processing invoices, timekeeping, document control, and meeting logistics in accordance with established procedures. This role will also be responsible for booking travel arrangements for department staff, booking meetings for the Vice President and maintaining the calendar for this executive position, managing inquiries made to the Vice President from outside parties, managing documents requiring the Regulatory Department signature, maintaining records, and any other administrative matters associated with the Regulatory Department.

**JOB DESCRIPTION:**

- Support business functions and specialized administrative processes, showing high level skills in the use of computer applications (MS Word, Outlook, MS Teams) and competency in others (MS PowerPoint, MS Excel, MS SharePoint) - Exceptional interpersonal and communication skills (both oral and written) in English and Spanish, and an ability to work and communicate with others at an executive level, an ability to communicate with senior government officials and their staff, and strong customer service skills - Ability to manage sensitive confidential materials with discretion and to maintain the highest levels of integrity and clarity in communications with internal and external stakeholders for the Regulatory Department - High level organizational and time management skills with an ability to handle multiple competing requests - Establish and maintain multiple document libraries associated with LUMA'S Regulatory Department. - Create and maintain routine and ad hoc reports, showing excellent attention to detail - Organize information for presentation to the Vice President or department staff - Complete administrative preparation of documentation, reports, correspondence, presentations, contracts, support material, and business cases for use of the Vice President or department staff - Complete administrative updates and maintain records for business plans, policies, and procedures in accordance with established practices and consistent with instructions provided by Vice President or department staff - Develop and implement administrative processes and conduct continuous improvement activities - Participate in cross-functional activities and/or processes, having the ability to work independently or in a team environment - Troubleshoot moderately complex issues and make recommendations for resolution - Follow all policies and procedures and exhibit an attention to detail - Other duties as assigned

**REQUIREMENTS**

**Education**

Required Education and Experience - Minimum of 3 years related experience - High School Diploma required. Associate business degree or equivalent preferred. - Experience in a legal or regulatory environment would be considered an asset - Fluent in English and Spanish



#### Experience

- Minimum of 3 years related experience

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

Travels: No Percent of time: N/A Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Administrative Asst, Security

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Assistant – Security provides direct administrative support to the Security Manager and the security staff. The role is responsible for administering policies and procedures, monitoring administrative projects, and maintaining schedules. The role is expected to demonstrate a high degree of personal integrity, discretion, tact and diplomacy while maintaining confidentiality in daily activities.

**JOB DESCRIPTION:**

- Support business functions and specialized administrative processes, showing expert level skills in the use of computer applications (MS Word, MS PowerPoint, MS Excel, Outlook, MS SharePoint, MS Teams).
- Prepare responses to routine correspondence and inquiries - Maintain files and records, analyzes data, and may coordinate preparation of reports - Accurate and timely creation of employee files, recordkeeping and department specific tasks related to contracts, invoices from contractors, and investigations - In dealing with a wide variety of complex and confidential situations, assist the security staff in ensuring related administrative activities are handled in a timely manner and resolve any conflicts that may delay task completion. - Work collaboratively and coordinates with other Administrative Assistants in planning and implementing security events and meetings - Assist Security Leadership with all functions of daily operations, including, but not limited to, screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings - Attend meetings and coordinates action items as required to ensure deliverables are met - Manage invoices and coordinates invoices approvals. - Works with the Accounting group regarding department purchases. Maintain supplies inventory anticipating supply needs, place and expedite supply orders, and verifies receipts - Strong attention to detail and problem solving skills with the ability to effectively understand all relevant facts of the Security office business processes - Perform other duties as assigned - Follow all policies and procedures - Perform major emergency management work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Associate Degree in Office Management Systems or Business Administration

**Experience**

- 3+ Years experience working in a an administrative role in an office environment support at least 10 to 15 personnel - Full proficiency in English and Spanish Prefer - Experience in a Legal or Regulatory environment

**License/Certifications**

- N/A

**Travel Requirements**

- Travels: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Executive Assistant, Corp Services

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under the direction of the Chief Corporate Services Officer, the Executive Assistant is responsible for providing administrative support to the Corporate Service Department. This position will perform a variety of standardized tasks including prepare presentations, reporting, processing invoices, timekeeping, document control, and meeting logistics in accordance with established procedures. This role will also be responsible for booking meetings for the Chief Corporate Service Officer, managing inquiries made from outside parties, managing documents requiring the Corporate Services signature, maintaining records, and any other administrative matters associated with this Department.

**JOB DESCRIPTION:**

- Support business functions and specialized administrative processes, showing expert level skills in the use of computer applications (MS Word, MS PowerPoint, MS Excel, Outlook, MS SharePoint, MS Teams).
- Exceptional interpersonal and communication skills (both oral and written) in English and Spanish, and an ability to work and communicate with others at an executive level, an ability to communicate with senior government officials and their staff, and strong customer service skills - Ability to manage sensitive confidential materials with discretion and to maintain the highest levels of integrity and clarity in communications with internal and external stakeholders for the Corporate Services Department - High level organizational and time management skills with an ability to handle multiple competing requests - Establish and maintain multiple document libraries associated with LUMA's Corporate Services Department. - Create and maintain routine and ad hoc reports - showing excellent attention to detail - Organize information for presentation to the Chief Corporate Services Officer or department staff - Complete administrative preparation of documentation, reports, correspondence, presentations, contracts, support material, and business cases for use of the Chief Corporate Services Officer or department staff - Complete administrative updates and maintain records for business plans, policies, and procedures in accordance with established practices and consistent with instructions provided by Corporate Services or department staff - Develop and implement administrative processes and conduct continuous improvement activities - Participate in cross-functional activities and/or processes, having the ability to work independently or in a team environment - Troubleshoot moderately complex issues and make recommendations for resolution - Performs major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's degree in office's management systems, Business Administration or related area.

Experience

- Minimum of 3 years related experience - Fluent in English and Spanish - Expertise in MS PowerPoint, MS Excel, MS SharePoint, MS Word, Outlook, MS Teams. Preferred - Experience in a legal or high complexity business environment would be considered an asset

#### License/Certifications

- N/A

#### Travel Requirements

Travels: No Percent of time: 0% Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Administrative Asst, Regulatory

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for providing administrative support to the Tariffs and Budgets team within the Regulatory Department. This position will perform a variety of standardized tasks including reporting, invoicing, timekeeping, document control, and meeting logistics. This role will also be responsible for booking travel arrangements for department staff, booking meetings for the Director and maintaining their calendar, managing documents requiring the Director's signature, maintaining records, and all other administrative matters associated with the Tariffs and Budget team.

**JOB DESCRIPTION:**

- Support business functions and specialized administrative processes, showing expert level skills in the use of computer applications (MS Word, MS PowerPoint, MS Excel, Outlook, MS SharePoint, MS Teams) - Establish and maintain multiple document libraries associated with LUMA'S regulatory filings - Create and maintain routine and ad hoc reports, showing excellent attention to detail - Compile and analyze data and make recommendations - Prepare documentation, reports, correspondence, presentations, contracts, support material, and business cases - Update and maintain business plans, policies and procedures - Develop and implement administrative processes and conduct continuous improvement activities - Participate in cross-functional activities and/or processes, having the ability to work independently or in a team environment - Troubleshoot moderately complex issues and make recommendations for resolution - Exceptional interpersonal and communication skills (both oral and written), as well as strong customer service skills - Organizational and time management skills with an ability to handle multiple competing requests - Follow all policies and procedures and exhibit an attention to detail - Other duties as assigned

**REQUIREMENTS**

**Education**

Required Education and Experience - High School Diploma - Minimum of 3 years related experience - Fluent in English and Spanish

**Experience**

Preferred Education and Experience - Experience in a Legal or Regulatory environment

**License/Certifications**

**Travel Requirements**

TRAVEL REQUIREMENTS: Travels: No Overnight required: No

**Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to -

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF  
ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES,  
RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW  
ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

**LUMA PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL EMPLOYEES AND APPLICANTS FOR  
EMPLOYMENT AND PROHIBITS DISCRIMINATION AND HARASSMENT OF ANY TYPE WITHOUT REGARD  
TO RACE, COLOR, RELIGION, AGE, SEX, NATIONAL ORIGIN, DISABILITY STATUS, GENETICS, PROTECTED  
VETERAN STATUS, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, OR ANY OTHER  
CHARACTERISTIC PROTECTED BY FEDERAL, STATE OR LOCAL LAWS.**

**THIS POLICY APPLIES TO ALL TERMS AND CONDITIONS OF EMPLOYMENT, INCLUDING RECRUITING,  
HIRING, PLACEMENT, PROMOTION, TERMINATION, LAYOFF, RECALL, TRANSFER, LEAVES OF ABSENCE,  
COMPENSATION AND TRAINING.**



**JOB TITLE:** Analyst, Materials Mgmt Freight Logistics

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the assigned Supervisor within Materials Management, this position will provide business analysis support services to the relevant Materials Management group. The job will entail identifying, developing, implementing, maintaining and continuously improving business processes, procedures, performance metrics and tools to increase efficiencies in current delivery of services and the development and maintenance of analytics and reporting.

**JOB DESCRIPTION:**

- Support business functions and provide analytical expertise on Inventory processes - Develop & maintain analytics, systems, and reporting in support of the assigned function - Analyze and interpret complex data and develop long term strategies for optimization of the function - Review quality assurance and control activities and perform statistical analysis, providing recommendations for improvement - Implement document management and control systems and processes - Develop and implement analytics processes and conduct continuous improvement activities - Research and compile data from internal customer groups or external sources in support of various initiatives and projects - Using strong analytical and problem-solving skills, identify, investigate, analyze and provide recommendations to resolve specialized issues. - Coordinate cross-functional activities and/or processes - Coordinate stakeholder and customer information and inquiries - Strong organizational and time management skills with an ability to handle multiple competing requests. Exceptional interpersonal and communication skills, both verbal and written. - Ability to work independently, in a team environment, and with minimal supervision - Expert level skills in the use of computer applications (MS Office, databases) and in the analysis and interpretation of large datasets - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

- Bachelors Degree in science ((is business, data analytics/science (preferred) or supply chain) or a combination of education (related designation) and experience.

**Experience**

- Minimum of 7 years related experience (i.e. inventory management, data analytics, reporting) - Preference will be given to candidates who have completed or are enrolled in a Supply Chain Management program - Experience with Oracle Discoverer, Oracle Inventory, JD Edwards, Asset Suite or SAP will be considered an asset

**License/Certifications**

- Valid Driver's License



## Travel Requirements

10%

## Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

**LUMA PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL EMPLOYEES AND APPLICANTS FOR EMPLOYMENT AND PROHIBITS DISCRIMINATION AND HARASSMENT OF ANY TYPE WITHOUT REGARD TO RACE, COLOR, RELIGION, AGE, SEX, NATIONAL ORIGIN, DISABILITY STATUS, GENETICS, PROTECTED VETERAN STATUS, SEXUAL ORIENTATION, GENDER IDENTITY OR EXPRESSION, OR ANY OTHER CHARACTERISTIC PROTECTED BY FEDERAL, STATE OR LOCAL LAWS.**

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**JOB TITLE:** Analyst, Materials Mgmt Inventory

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the assigned Supervisor within Materials Management, this position will provide business analysis support services to the relevant Materials Management group. The job will entail identifying, developing, implementing, maintaining and continuously improving business processes, procedures, performance metrics and tools to increase efficiencies in current delivery of services and the development and maintenance of analytics and reporting.

**JOB DESCRIPTION:**

- Support business functions and provide analytical expertise on Inventory processes - Develop & maintain analytics, systems, and reporting in support of the assigned function - Analyze and interpret complex data and develop long term strategies for optimization of the function - Review quality assurance and control activities and perform statistical analysis, providing recommendations for improvement - Implement document management and control systems and processes - Develop and implement analytics processes and conduct continuous improvement activities - Research and compile data from internal customer groups or external sources in support of various initiatives and projects - Using strong analytical and problem-solving skills, identify, investigate, analyze and provide recommendations to resolve specialized issues. - Coordinate cross-functional activities and/or processes - Coordinate stakeholder and customer information and inquiries - Strong organizational and time management skills with an ability to handle multiple competing requests. Exceptional interpersonal and communication skills, both verbal and written. - Ability to work independently, in a team environment, and with minimal supervision - Expert level skills in the use of computer applications (MS Office, databases) and in the analysis and interpretation of large datasets - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

- Bachelors Degree in science ((is business, data analytics/science (preferred) or supply chain) or a combination of education (related designation) and experience.

**Experience**

- Minimum of 7 years related experience (i.e. inventory management, data analytics, reporting) - Preference will be given to candidates who have completed or are enrolled in a Supply Chain Management program - Experience with Oracle Discoverer, Oracle Inventory, JD Edwards, Asset Suite or SAP will be considered an asset

**License/Certifications**

- Valid Driver's License

## Travel Requirements

10%

## Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Commissioning

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes. - Prepares and maintains routine reports using established templates. - Time and data entry, process work orders, document processes and maintain records and manuals. - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management. - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages. - Coordinate travel arrangements. - Proficient skills in the use of computer applications (MS Office, databases). - Organizational and time management skills with an ability to handle multiple competing requests. - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. - Process financial transactions (travel, credit card, etc.). Support budget processes. - Provide excellent customer service , strongverbal and written communication skills, and excellent attention to detail. - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office system administration or business management Preferred Education: - Diploma in office systems administration or 4 year degree in business related field of study with experience working in a professional office environment

**Experience**

- 1 Year of experience

**License/Certifications**

**Travel Requirements**

10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other (if apply)

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts in emergency situations.

**JOB DESCRIPTION:**

- Support business functions and project administration processes. - Prepares and maintains routine reports using established templates. - Time and data entry, process work orders, document processes and maintain records and manuals. - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management. - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages. - Coordinate travel arrangements. - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests. - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes. - Provide excellent customer service, strong verbal and written communication skills, and excellent attention to detail. - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office system administration or business management. Preferred Education: - Diploma in office systems administration or 1 year degree in business related field of study with experience working in a professional office environment

**Experience**

- > 1 Year of experience

**License/Certifications**

- Office system administration diploma or certification

## Travel Requirements

10%

## Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other (if apply)

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Substation Ops, East  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes. - Prepares and maintains routine reports using established templates. - Time and data entry, process work orders, document processes and maintain records and manuals. - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management. - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages. - Coordinate travel arrangements. - Proficient skills in the use of computer applications (MS Office, databases). - Organizational and time management skills with an ability to handle multiple competing requests. - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. - Process financial transactions (travel, credit card, etc.). Support budget processes. - Provide excellent customer service , strongverbal and written communication skills, and excellent attention to detail. - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

- Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office system administration or business management Preferred Education: - Diploma in office systems administration or 4 year degree in business related field of study with experience working in a professional office environment

Experience

- 1 Year of experience

License/Certifications

Travel Requirements

10%

Physical Demands



- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other (if apply)

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Substation Ops, West  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes. - Prepares and maintains routine reports using established templates. - Time and data entry, process work orders, document processes and maintain records and manuals. - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management. - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages. - Coordinate travel arrangements. - Proficient skills in the use of computer applications (MS Office, databases). - Organizational and time management skills with an ability to handle multiple competing requests. - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. - Process financial transactions (travel, credit card, etc.). Support budget processes. - Provide excellent customer service , strongverbal and written communication skills, and excellent attention to detail. - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office system administration or business management. Preferred Education: - Diploma in office systems administration or 4 year degree in business related field of study with experience working in a professional office environment.

**Experience**

- 1 Year of experience

**License/Certifications**

**Travel Requirements**

10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other (if apply)

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts in emergency situations.

**JOB DESCRIPTION:**

- Support business functions and project administration processes. - Prepares and maintains routine reports using established templates. - Time and data entry, process work orders, document processes and maintain records and manuals. - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management. - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages. - Coordinate travel arrangements. - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests. - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes. - Provide excellent customer service, strong verbal and written communication skills, and excellent attention to detail. - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned. We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Monacillos - Río Piedras - Carolina - Canóvanas

**REQUIREMENTS**

**Education**

- Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office system administration or business management. Preferred Education: - Diploma in office systems administration or 1 year degree in business related field of study with experience working in a professional office environment

**Experience**

- > 1 Year of experience

**License/Certifications**

- Office system administration diploma or certification

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other (if apply)

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Clerk III, Portfolio Management

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates, document processes and maintain records and manuals - With excellent attention to detail, process work orders and time and data entry, create requisitions and/or purchase orders, and receive/track/verify/process invoices - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, coordinate travel arrangements, and process financial transactions (travel, credit card, etc.) - Draft correspondence, perform records management, create agendas, and take minutes - Order, track, and maintain supplies and inventory - Prepare, sort and distribute mail and courier packages - Respond to inquiries and investigate anomalies - Support budget processes - Provide excellent customer service. - Strong verbal and written communication skills. Organizational and time management skills with an ability to handle multiple competing requests - Proficient in computer applications (MS Office, databases, etc.) - Coordinate office moves, furniture and equipment inventory and repairs - Assist with special events - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Grade 12 high school diploma or equivalent (GED)

Experience

- Minimum of 1 year related experience

License/Certifications

N/A

Travel Requirements

10%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Material Mgmt Inventory

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages - Coordinate travel arrangements - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes - Provide excellent customer service , strong verbal and written communication skills, and excellent attention to detail - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Highschool Diploma or GED

Experience

- Minimum of 1 year related experience

License/Certifications

Travel Requirements

0%

Physical Demands



- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Administrative Asst, Material Mgmt Logistics

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages - Coordinate travel arrangements - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes - Provide excellent customer service , strong verbal and written communication skills, and excellent attention to detail - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Highschool Diploma or GED

Experience

- Minimum of 1 year related experience

License/Certifications

Travel Requirements

0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Administrative Asst, Material Mgmt, East

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages - Coordinate travel arrangements - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes - Provide excellent customer service , strong verbal and written communication skills, and excellent attention to detail - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Highschool Diploma or GED

Experience

- Minimum of 1 year related experience

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Administrative Asst, Material Mgmt, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages - Coordinate travel arrangements - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes - Provide excellent customer service , strong verbal and written communication skills, and excellent attention to detail - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Highschool Diploma or GED

Experience

- Minimum of 1 year related experience

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Administrative Asst, Material Mgmt Inv and Asset Recovery

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area.

**JOB DESCRIPTION:**

- Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Order, track, and maintain supplies and inventory. Prepare, sort and distribute mail and courier packages - Coordinate travel arrangements - Proficient skills in the use of computer applications (MS Office, databases) - Organizational and time management skills with an ability to handle multiple competing requests - Create requisitions and/or purchase orders. Receive, track, verify, and process invoices. Respond to inquiries and investigate anomalies. Process financial transactions (travel, credit card, etc.). Support budget processes - Provide excellent customer service , strong verbal and written communication skills, and excellent attention to detail - Coordinate furniture and equipment inventory and repairs. Coordinate office moves. Assist with special events - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Highschool Diploma or GED

Experience

- Minimum of 1 year related experience

License/Certifications

N/A

Travel Requirements

50%

Physical Demands



- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Systems Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for translating business requirements into functional requirements and specifications. The Systems Analyst must determine if internal or external solutions exist or whether new solutions are feasible. Must have a working knowledge of the business area that they support. In addition, a strong understanding of the overall IT architecture is also required to understand the issues and implications of proposed system and hardware solutions.

**JOB DESCRIPTION:**

- Support Business Analyst and the business as modifications to technology solutions and/or new technology solutions are being considered - Leads the translation of business requirements into functional and non-functional requirements - Contributes to the formulation and definition of system scope and objective based on user needs and understanding of business processes - Determines if internal or external solutions exist or whether new solutions are feasible - Collaborate with the Enterprise Architecture team to ensure the solution is compliant with enterprise architecture standards and principles. - Participates in solution design to ensure completeness of functional and non-functional scope and implementation - Review system integrator and vendor provided system documentation, including solution architecture and system manuals, to ensure alignment to business requirements - Provide input for and review vendor/business provided training material - Maintain a strong understanding of the overall technology architecture and of the technology products in the LUMA environment to understand the issues and implications of proposed system and hardware solutions - Prepares project documents as required - Strong analytical, technical and problem-solving skills - Has a thorough understanding of the vendor software being supported and its relation to the business processes - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience Preferred: - A Bachelor's degree in Information Systems, Computer Science, Information Technology Or a related discipline preferred

**Experience**

Required: - 3 - 5 year of experience in information or operational technology Preferred: - Utility business knowledge

**License/Certifications**

N/A

#### Travel Requirements

Travel: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Accountant, Gen Acctng T&D

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Accountant General Accounting assist in the monthly closing of the T&D (Transmission and Distribution) entity general ledger. This role oversees the general ledger processing for the T&D business which includes preparation of journal entries, reconciliation of financial statements and accounts, and ensures data accuracy. Responsibilities include timely monthly closing of the general ledger, processing of all transactions from the financial systems, analysis of accounts to determine transactions have been processed appropriately, reconciliation of all bank accounts.

**JOB DESCRIPTION:**

- Support accounting period close process for the T&D business which may include preparation of journal entries, account reconciliations and variance analysis
- Execute existing accounting and reporting controls and procedures in the course of the monthly and quarterly close including departmental close packages, financial reporting reconciliations, support of financial reporting, analytics and efficiency metrics
- Support internal and external audit requirements related to specific assigned areas
- Proactively review current procedures and seek ways to improve processes to ensure timely monthly close, accuracy of accounting entries, and operational efficiency
- Perform research and make recommendations for complex accounting scenarios
- Assist in designing, implementing, maintaining, and monitoring corporate accounting policies and procedures; and assist in internal control and process documentation
- Participate in Enterprise Resource Planning (ERP) system implementation project (requirements documentation, system configuration, test documentation / execution, issue identification and resolution)
- Assist in preparing monthly balance sheet and income statement flux variance analyses for management reporting
- Manage assigned projects and collaborate with cross-functional team members in delivering high quality, decision ready information to our business partners
- Ensure all account reconciliations are performed timely and all reconciling items are followed up on
- Monitor balances in clearing accounts to ensure that balances are maintained at appropriate levels
- Proficient in the Spanish language with the ability to read, write and speak
- Spoken and written English fluency will be considered an asset
- Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint
- Strong analytical, attention to detail and problem-solving skills
- Strong organizational skills required to manage multiple, concurrent tasks
- Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines
- Strong verbal and written communication as well as presentation skills

- Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

## **REQUIREMENTS**

### Education

#### Required:

- Bachelor's Degree in Accounting, Finance or Business Administration

### Experience

#### Required:

- Minimum of 1 year of experience in accounting

#### Preferred:

- Minimum of 3 years of previous experience in an accounting role

### License/Certifications

#### Required:

- Valid driver's license

#### Preferred:

- CPA (Certified Public Accountant)

### Travel Requirements

Travels: Yes

Percent of time: 20%

Overnight required: No

### Physical Demands

- Stationary Position - Frequently
- Pushing/Pulling/Reaching - Seldom
- Climb - N/A
- Kneel - Seldom
- Grab - Seldom
- Bend - Seldom
- Lift/carry over - 10 - 30 LBS
- Vision - Vision acuity to operate vehicle
- Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A
- Working near or on moving mechanical parts - N/A

- Working near or on heavy machinery - N/A
- Working in high places - N/A
- Exposed to fumes or airborne particles - N/A
- Exposed to toxic or caustic chemicals - N/A
- Frequency of working in outdoor weather conditions - N/A
- Work with Electricity - N/A
- Work with explosives - N/A
- Work on or near a source of radiation - N/A
- Loud noise conditions (above 87dB)- N/A
- Other Environmental Factors including weather conditions \_\_\_None\_\_\_\_\_

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**JOB TITLE:** Sr Accountant, General Accounting, Generation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Accountant General Accounting - Generation is responsible for the monthly closing of the Generation entity general ledger. This role oversees the general ledger processing for the Generation business which includes preparation of journal entries, reconciliation of financial statements and accounts, and ensures data accuracy. Responsibilities include timely monthly closing of the general ledger, processing of all transactions from the financial systems, analysis of accounts to determine transactions have been processed appropriately, reconciliation of all bank accounts.

**JOB DESCRIPTION:**

'- Support accounting period close process for the Generation business which may include preparation of journal entries, account reconciliations and variance analysis - Execute existing accounting and reporting controls and procedures during the monthly and quarterly close including departmental close packages, financial reporting reconciliations, support of financial reporting, analytics, and efficiency metrics - Support internal and external audit requirements related to specific assigned areas - Proactively review current procedures and seek ways to improve processes to ensure timely monthly close, accuracy of accounting entries, and operational efficiency - Perform research and make recommendations for complex accounting scenarios - Assist in designing, implementing, maintaining, and monitoring corporate accounting policies and procedures; and assist in internal control and process documentation - Participate in Enterprise Resource Planning (ERP) system implementation project (requirements documentation, system configuration, test documentation / execution, issue identification and resolution) - Assist in preparing monthly balance sheet and income statement flux variance analyses for management reporting - Manage assigned projects and collaborate with cross-functional team members in delivering high quality, decision ready information to our business partners - Ensure all account reconciliations are performed timely and all reconciling items are followed up on - Monitor balances in clearing accounts to ensure that balances are maintained at appropriate levels - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical, attention to detail and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Minimum of 6 years of experience in a similar position Preferred: - +6 years of experience in a similar position

### **License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: No

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Accountant, General Accounting Trans and Dist

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Accountant General Accounting is responsible for the monthly closing of the general ledger. This role oversees the general ledger processing for the T&D business which includes preparation of journal entries, reconciliation of financial statements and accounts, and ensures data accuracy. Responsibilities include timely monthly closing of the general ledger, processing of all transactions from the financial systems, analysis of accounts to determine transactions have been processed appropriately, reconciliation of all bank accounts.

**JOB DESCRIPTION:**

'- Support accounting period close process for the business which may include preparation of journal entries, account reconciliations and variance analysis - Execute existing accounting and reporting controls and procedures during the monthly and quarterly close including departmental close packages, financial reporting reconciliations, support of financial reporting, analytics, and efficiency metrics - Support internal and external audit requirements related to specific assigned areas - Proactively review current procedures and seek ways to improve processes to ensure timely monthly close, accuracy of accounting entries, and operational efficiency - Perform research and make recommendations for complex accounting scenarios - Assist in designing, implementing, maintaining, and monitoring corporate accounting policies and procedures; and assist in internal control and process documentation - Participate in Enterprise Resource Planning (ERP) system implementation project (requirements documentation, system configuration, test documentation / execution, issue identification and resolution) - Assist in preparing monthly balance sheet and income statement flux variance analyses for management reporting - Manage assigned projects and collaborate with cross-functional team members in delivering high quality, decision ready information to our business partners - Ensure all account reconciliations are performed timely and all reconciling items are followed up on - Monitor balances in clearing accounts to ensure that balances are maintained at appropriate levels - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical, attention to detail and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Minimum of 6 years of experience in a similar position Preferred: - +6 years of experience in a similar position

### **License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: No

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Field Lead Construction

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under direction, this position directs and coordinates the work of Journeyman Lineworkers and field crews responsible for the installation, testing, and repair of aerial and underground electrical wire, fixtures, equipment on the Transmission and Distribution System. This position is responsible for the organizing, coordinating, planning, monitoring, development, assessing and directing activities of designated Construction and Operations employees and contract resources in such a manner that operations, maintenance or capital work is carried out in a safe, efficient and expeditious manner. This position is key in the delivery of superior customer service and maintaining positive customer relations.

**JOB DESCRIPTION:**

- Supervises Journeyman Powerline Workers and field crews engaged in the Construction, Maintenance, Operation and repair of the Transmission and Distribution electrical system. Coaches, mentors and develops team members - Accountable for a industry leading safety culture for oneself, coworkers and the public. Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions. - Conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks. Follows all safety policies and procedures and complies with Department of Transportation (D.O.T) rules and regulations - Prioritizes, schedules, and assigns work to Journeyman and their crews based on the extent of work required, urgency, and availability of resources. Reviews work orders to assess project size and scope and determine resources required to complete jobs - Coordinates the training of subordinate personnel in proper safety methods and procedures. Reviews and approves time and attendance records submitted by team - Performs On Call (after-hours) outage response (regular on call rotation - Sound computer skills, including Mobile TC & Viewer, Storms, MS Word, Excel and Outlook. Strong understanding of Maximo or ABB solutions an asset - Demonstrated knowledge of live line techniques using bare hand, sticks and 25kv rubber glove work achieved through live line training is preferred - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent (GED)

Experience

- Minimum 3 years experience as a Journeyman Power Lineman - Proven Safety Performance - Strong utilities experience at the journeyman Power Lineworker level to provide guidance and leadership for employees reporting to this position

License/Certifications

- Valid Journeyman Power Lineworker Certificate or recognized equivalent Valid Class vehicle operator's license - Ability to obtain Commercial Operator's license - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Commissioning & Acceptance

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the supervision of Transmission Substation Maintenance activities. The Supervisor oversees and plans Transmission work crews of the respective technical subject area.

**JOB DESCRIPTION:**

- Supervises and provides technical guidance to maintenance and construction operations; provides input and executes process; suggests operational changes and adjustments as required to meet business goals.
- Lead direct reports through execution of project and maintenance plans, following the overall direction of Operations and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working.
- Conducts regular, on-going staff meetings with Maintenance organization to create an environment of open and effective communications across the operational area.
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.
- Monitors quantity of work within areas of responsibility, taking corrective action where necessary to assure that the team performs consistent with expectations.
- Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships.
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources.
- Assists Management by contributing ideas regarding areas of savings and efficiencies.
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.
- Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements.
- Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Trade designation as a Journeyman/Technician/Electrician considered an asset
- Construction or Electrical Engineering Degree or Diploma considered an asset

**Experience**

- 3+ years' experience
- Experience leading a crew in a utility organization
- Experienced at understanding job functions and performance
- Demonstrated strong communication and interpersonal skills

**License/Certifications**

- Valid Driver's license

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Telecom West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the supervision of Transmission Substation Maintenance activities. The Supervisor oversees and plans Transmission work crews of the respective technical subject area.

**JOB DESCRIPTION:**

- Supervises and provides technical guidance to maintenance and construction operations; provides input and executes process; suggests operational changes and adjustments as required to meet business goals.
- Lead direct reports through execution of project and maintenance plans, following the overall direction of Operations and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working.
- Conducts regular, on-going staff meetings with Maintenance organization to create an environment of open and effective communications across the operational area.
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.
- Monitors quantity of work within areas of responsibility, taking corrective action where necessary to assure that the team performs consistent with expectations.
- Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships.
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources.
- Assists Management by contributing ideas regarding areas of savings and efficiencies.
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.
- Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements.
- Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Trade designation as a Journeyman/Technician/Electrician considered an asset
- Construction or Electrical Engineering Degree or Diploma considered an asset

**Experience**

- 3+ years' experience
- Experience leading a crew in a utility organization
- Experienced at understanding job functions and performance
- Demonstrated strong communication and interpersonal skills

**License/Certifications**

- Valid Driver's license

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Supervisor, Substations

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the supervision of Transmission Substation Maintenance activities. The Supervisor oversees and plans Transmission work crews of the respective technical subject area.

**JOB DESCRIPTION:**

- Supervises and provides technical guidance to maintenance and construction operations; provides input and executes process; suggests operational changes and adjustments as required to meet business goal.
- Lead direct reports through execution of project and maintenance plans, following the overall direction of Operations and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working.
- Conducts regular, on-going staff meetings with Maintenance organization to create an environment of open and effective communications across the operational area.
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.
- Monitors quantity of work within areas of responsibility, taking corrective action where necessary to assure that the team performs consistent with expectations.
- Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships.
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources.
- Assists Management by contributing ideas regarding areas of savings and efficiencies.
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.
- Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements.
- Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership.
- Strong leadership and mentoring capabilities.
- Excellent verbal and written communication skills.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Trade designation as a Technician/Journeyman/Electrician - Construction or Electrical Engineering Degree or Diploma

**Experience**

- Minimum 3 years industry experience - Experience leading a crew in a utility organization - Experienced at understanding job functions and performance - Demonstrated strong communication and interpersonal skills

License/Certifications

- Valid driver's license

Travel Requirements

40%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Line Construction - T&D Ops  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the supervision of Transmission Line Construction activities. The Supervisor oversees and plans Transmission Line work crews on projects.

**JOB DESCRIPTION:**

- Supervises and provides technical guidance to construction operations; provides input and executes process; suggests operational changes and adjustments as required to meet business goals - Lead direct reports through execution of project plans, following the overall direction of Operations and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working
- Conducts regular, on-going staff meetings with Construction organization to create an environment of open and effective communications across the operational area.
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company
- Monitors quantity of work within areas of responsibility, taking corrective action where necessary to assure that the team performs consistent with expectations
- Establishes and maintains frequent, on-going contact with other Transmission groups to foster improved communications and solid, long-term relationships
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources
- Assists Management by contributing ideas regarding areas of savings and efficiencies
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation
- Communicate and cooperate with Operations Teams and other internal divisions such as Human Resources and Safety and Training of job details and requirements
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Trade designation as Power Systems Electrician or Lineman considered an asset Construction or Electrical Engineering degree is a plus

**Experience**

- Proven experience in site construction management
- Construction experience in structural assembly, electrical protection and control systems relating to site work
- Contract management and execution of same

**License/Certifications**

Trade designation, construction or engineering degree, or project management certification is an asset.  
Valid Driver's license.

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Supervisor, Asset Recovery, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Inventory and Asset Recovery Manager, the Supervisor of Asset Recovery is responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected  
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Freight Logistics, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Logistics Manager, the Supervisor Freight Logistics is responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected  
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Mail Logistics, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Logistics Manager, the Supervisor of Mail Logistics responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected  
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Warehousing Supervisor, Material Mgmt, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Warehouse Management, the Supervisor of Warehouse Management responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Warehousing Supervisor, Trans

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Warehouse Management, the Supervisor of Warehouse Management responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected  
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Warehousing Supervisor, Dist, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Warehouse Management, the Supervisor of Warehouse Management responsible for the Supervision of the warehousing and operations of material and staff at assigned warehouses and to achieve the optimum balance between internal customer service and inventory carrying cost.

**JOB DESCRIPTION:**

- Supervise the operations of the assigned Warehouses - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Warehouse Management - Supervise the assigned warehouses through direct reports. Supervise, mentor, and lead direct reports to ensure an effective team executes the daily activities of the assigned Warehouses - Provide input to the budgeting, planning, and operational activities within the warehousing organization. Excellent communication and interpersonal skills - Execute developed warehousing operations standards, policies, guidelines, strategies and best practices - Execute and coordinate the Emergency Response warehousing activities for the assigned warehouses, including being available to respond to emergency after-hours callouts. Attention to detail; accurate and thorough, and have proficient organizational and time management skills - Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Lead direct reports to ensure an effective team executes the strategies of the Warehousing operations. Proven leadership ability in high pressure scenarios - Physical and mental ability to perform essential functions of the job - Ability to work quickly and efficiently - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma Degree

Experience

- 5+ years previous Supply Chain experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx, SAP, Asset Suite, JD Edwards etc.)

License/Certifications

- Driver's License

Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Constantly - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Inventory Supervisor, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Inventory & Asset Recovery, this position is responsible for Supervision of the Inventory function. The primary focus is to provide superior services for various internal customers in the management of Inventory while ensuring all the inventory operations are following guidelines enforced by government regulatory agencies and corporate policies.

**JOB DESCRIPTION:**

- Supervise the Inventory staff and carry responsibility for the daily operational tasks of the Inventory function. Provide input to strategic succession and organizational plans. Execute material distribution plans in conjunction with Warehouse Management. Monitor and measure KPIs to measure functional effectiveness and efficiency - Lead direct reports through execution of strategic plans, following the overall direction of the Manager, Inventory & Asset Recovery. - Monitor and maintain Inventory levels within the Inventory system, balancing operational efficiency and overall cost. Liaise with the Warehouse function, with a focus given to Inventory accuracy and transactional timelines . - Maintain the Item Catalogue with a focus on consistency and data integrity - Execute developed integrated planning and forecasting processes of material usage through systems analysis or historical demand coupled with LUMA business plans. Partner and collaborate with other departments within Materials Management and LUMA to drive an efficient Source to Pay process. Provide input to the budgeting, planning, and operational activities within the Inventory organization and for major internal customers to ensure the most effective expenditure of Company resources. - Maintain relationships with key supply partners, monitor performance, and provide direction and feedback to the sourcing process for new partnerships. Collaborates with co-workers, management, suppliers, and customers - Ensure the Inventory function complies with all federal and state regulations and comply with all internal/external audits. Ensure the Inventory staff follow all Inventory standards, policies, guidelines, strategies and best practices - Supervise Emergency Response Warehousing activities for the Inventory organization, including being available to respond to emergency after-hours callouts. Ability to work quickly and efficiently, and demonstrate strong leadership ability in high pressure scenarios - Support the development and maintenance of Health, Safety, and Environmental Management Plans to meet the Company's policies and standards. - Strong analytical and problem-solving skills, attention to detail with a focus on accuracy. Proficient organizational and time management skills. - Expert level skills in the use of computer applications (MS Office, databases)
- Ability to deliver/present professional translations of operational data through reports, presentations, and strategy documents. Excellent communication and interpersonal skills. - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Business Diploma, Degree, or SCM Diploma/Degree, related designations/certificate - Preference will be given to candidates who have completed a Supply Chain Management program

#### Experience

- 5+ years previous Supply Chain experience, preferably in a Inventory environment - Experience with Asset Suite, Oracle Discoverer, Oracle Inventory, JD Edwards, or SAP is required

#### License/Certifications

- Driver's license

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Office Workforce Planning and Dispatch

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is a leader that supervises their office base team, the position must play a key role in developing, coaching and mentoring the team to success plus planning, coordinating and overseeing the activities to achieve efficient utilization of all available resources.

**JOB DESCRIPTION:**

- Supervise and coordinate the daily activities and operations of the team - Schedule and prioritize office activities to meet operating requirements, determine plan for execution and direct work flow - Develop and monitor internal controls - Analyze work flow issues and implement workable solutions - Ensure adherence to quality standards - Perform administrative support functions such as data management, creating reports, drafting correspondence and preparing basic financial accounts - Develop effective working relationships with team and stakeholders - Evaluate work of staff - Provide necessary training, guidance and motivation to staff - Initiate and maintain orderly records in compliance with company regulations - Adheres to internal standards, policies and procedures - Performs other duties as assigned

**REQUIREMENTS**

Education

Professional Engineer, Technologist Diploma or a Journeyman Power Lineworker Certification ♦ Project Management would be considered an asset

Experience

- Proven leadership/supervisory abilities - Project Management experiences - Training and experience with the IPSECA Model - Extensive Utility Operation and Construction Knowledge - Strong utilities knowledge, skills and experience at the Journeyman Power Linework or Electrical Technologist - Must be familiar with all standards and specifications related to powerline and substation operations. - Superior knowledge of contract law, contracting and documentation; - Technical knowledge of electrical, civil and mechanical construction methods and terminology; - Proficient in computer use and software such as MS Word, Excel, Outlook and Oracle; - Excellent interpersonal, problem solving, verbal and written communications skills; - Self-motivated, proactive and ability to multi-task; - Superior organizational skills;

License/Certifications

Valid Drivers License. Valid First Aid, CPR and AED

Travel Requirements

20%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Engineer, Utility Scale Renewables

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for managing engineering activities related to the development and delivery of renewable energy programs and services. This position is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Supervise a team of engineers to develop and deliver renewable energy programs, projects and services to meet customer and stakeholder needs - Lead renewable energy procurement processes and the evaluation of Power Purchase Agreements - Provide engineering oversight in the development, implementation and continuous improvement of renewable energy procurement processes and standards - Monitor, track schedules, costs, risks and quality, supervise and report on key performance indicators and deliverables, including external contractors - Assist in preparing business, program and project plans to support senior management decision-making and to ensure implementation will align with the company's strategic goals for renewable energy - Manage the preparation, quality control and delivery of analysis, reports, communications and presentations - Provide expertise and advice to management, other departments, and direct reports regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, and projects - Project management and time management skills required to deliver high-quality results on time and on budget with the ability to prioritize assignments to meet commitments - Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Excellent team player - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - Bachelor of Science Degree in Engineering.

Experience

Required Experience: - Minimum 7 years of experience in the renewable energy and/or utilities industry or similar field.

License/Certifications

Required Licenses/Certifications: - Professional Engineer or Professional Licensee designation. - Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Program Supervisor, Distributed Generation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for coordinating and supervising the delivery of customer-facing distributed generation programs and services. This position is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Supervise a team of analysts and contractors to coordinate the delivery of distributed generation interconnection services to meet customer needs, business objectives and regulatory requirements
- Coordinate the development, implementation and continuous improvement of distributed generation interconnection processes and standards
- Monitor budgets, timelines, and key performance indicators to proactively identify underperformance risks and develop solutions
- Supervise the preparation, quality control and delivery of analysis, reports, communications, and presentations
- Provide expertise and advice to management, other departments, and direct reports regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, and projects
- Coordinate and collaborate across functional areas on change management initiatives to transform organizational systems and processes
- Strong interpersonal and communication skills, with the ability to effectively interact with internal and external customers
- Provide performance evaluation, mentoring and training to support staff
- Promote teamwork, a positive work environment, and collaborative problem solving
- Follow all organizational policies and procedures
- Perform major storm restoration work, associated drills, and other duties as assigned

**REQUIREMENTS**

**Education**

Required Education: - Bachelor's Degree in Engineering, Business, Economics, or a branch of knowledge relevant to the requirements of the position, from an accredited university or college. Preferred Education: - Master's Degree in Engineering, Business, Economics, or a branch of knowledge relevant to the requirements of the position, from an accredited university or college.

**Experience**

Required Experience: - At least 5 years of experience with technical and/or project management activities in the energy industry or related field. - Strong skills in the use of Microsoft Office applications (Word, Excel, Outlook, PowerPoint) . Preferred Experience: - Technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications.

**License/Certifications**

Required Licenses/Certifications - Valid driver's License.

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: No.

#### Physical Demands

- Stationary Position -Constantly. - Pushing/Pulling/Reaching - Frequently. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 10 - 30 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A. - Other Environmental Factors including weather conditions\_\_\_\_\_.

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**JOB TITLE:** Supervisor, Engineer Performance

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervising Engineer – Performance will supervise a team of professional engineers that provide the engineering analysis and analytic support to the control center with regards to all unplanned outages, events and incidents that impact the Generation, Transmission and Distribution systems. The support includes post-event analysis, root cause analysis, human element outages and asset management strategy in accordance with operation requirements and corporate strategies. The Supervising Engineer will also look after the training program for the operators. The Supervising Engineer – Performance will supervise, train, coach and mentor other junior professional staff and be responsible for their overall technical performance and be accountable for their professional development.

#### **JOB DESCRIPTION:**

- Supervise a group of engineers and provide support to the control room in the area of system performance related to the electric Transmission and Distribution system - Work with other leaders within System Operation and the corporation to lead the development of system performance matrix for the Generation, Transmission and Distribution system - Ensure operating procedures and processes are available, up to date and in compliance with any regulation, law, safety or environment requirements - Ensure all post events and disturbances analysis are technically sound and aligned with System Operation policies and procedures - Work with other System Operation leader and lead the development of root cause analysis framework and ensure all serious near-missed and incidents investigation comply with the established framework - Lead human performance working team to identify human-related outages, come up with a lesson learned and follow through with implement improvement changes - Assist in the coordination of studies and analyzes aimed at improvement, reliability, stability and optimization of Generation, Transmission and Distribution systems - Supervises the analysis operations logs, real-time, historical data, measurement instruments or indicators to detect any failures and irregularities for improvement and determination of efficiency and productivity levels of the generating plants and T&D electrical system - Work with other engineer teams in the corporation and represent System Operation in Asset Management and Planning strategy - Directs, guides, evaluates, trains, identifies competencies and develops the human resources allocated according to operational and service needs - Work with other control center leaders, supervise and be responsible for the development, maintenance and implementation of the Operator Training program and methodology - Ensures that all engineering analysis is conducted in accordance with operating policies, sound engineering processes regulations - Provide technical and professional mentorship and coaching to other junior staff - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

Education

- Bachelor's Degree in Electrical Engineering from an accredited university or college.

#### Experience

- Seven years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

#### License/Certifications

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Business Analyst, Finance, Accounting, Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Business Analyst – Finance, Accounting, and Reporting supports the Real Estate and Facility Services team with reporting of metrics, benchmarks, and key performance indicators. This role assures consistent quality of services delivered by developing, proactively implement and enforcing good practices, standards and systems; validating processes; and providing documentation. This role is responsible for overseeing, coordinating and analyzing the financial records, reports, systems and processes of the FMS department and outsourced contracts, including accounting, bookkeeping, record keeping, banking and all related financial administration.

**JOB DESCRIPTION:**

- Strategic development of Key Performance Indicators associated with each program or initiative - Creating monthly and annual forecasts, reconciling accounts, creation and submission of accruals. - Provide training to team on facility governance processes and plans and financial processes - Develop financial, health, safety, customer service surveys and request reports so that they can be adapted into dashboards as to better display departmental performance metrics - Identify and resolve problems, complete audits and determine system improvements - Use strong attention to detail and organizational skills to prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations - Enhance department and organization reputation by exploring opportunities to add value to job accomplishments - Develop sustainability metrics and reporting mechanisms - Create budgets and forecasts in collaboration with internal departments, Real Estate and Facility Services department. Review and monitor actual spend patterns vs forecasted spend. Analyze variances and provide variance reports. Ensure accurate accrual information is recorded each month. Coordinate invoice processing ensuring timely payments - Create customized financial reports based on customer needs - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, SharePoint, Power BI, and Oracle - Strong team player with a positive, can-do approach towards work assignments while demonstrating patience - Excellent, professional interpersonal and verbal and written communication skills. Ability to present information in a clear and concise manner - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

Education

Required: Undergraduate Degree in Finance, Account, Business, Commerce, or related discipline.

#### Experience

Required: Minimum of 5 years of experience in a financial and reporting dedicated role Experience in development of reports and reporting tools

#### License/Certifications

Business Analyst designation Professional designation accounting program

#### Travel Requirements

None

#### Physical Demands

Stationary Position -Seldom Pushing/Pulling/Reaching - Seldom Climb – Seldom Kneel - Seldom Grab - Seldom Bend - Seldom Lift/carry over – 10 – 30 LBS Vision – 20/20 corrected vision Hearing - Receive detailed information if spoken to

#### Working Conditions

Wet or Humid - N/A Working near or on moving mechanical parts - N/A Working near or on heavy machinery - N/A Working in high places - N/A Exposed to fumes or airborne particles - N/A Exposed to toxic or caustic chemicals - N/A Frequency of working in outdoor weather conditions - N/A Work with Electricity - N/A Work with explosives - N/A Work on or near a source of radiation - N/A Loud noise conditions (above 87dB)- N/A Other Environmental Factors including weather conditions – N/A

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**JOB TITLE:** Foreman - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under direction, this position directs and coordinates the work of Journeyman workers of a specific or group of skillsets and field crews responsible for the installation, testing, and repair of Transmission equipment and facilities and performs related duties as required.

**JOB DESCRIPTION:**

- Runs and supervises Journeyman and field crews engaged in the maintenance and repair of transmission equipment and facilities - Prioritizes, schedules, and assigns work to Journeyman and their crews based on the extent of work required, urgency, and availability of resources - Reviews work orders to assess project size and scope and determine resources required to complete jobs - Assists in the preparation of detailed work reports indicating number of employees, job location, time spent on each job, and related information - Coordinates the training of subordinate personnel in proper safety methods and procedures. - Reviews and approves time and attendance records submitted by Journeyman - Oversees the preparation of and completes staff performance appraisals and initiates and administers disciplinary actions as required - Adheres to internal standards, policies and procedures - Performs other duties as assigned - Knowledge of electrical utility construction practices to include overhead transmission, overhead distribution, substation, drilled pier foundation, street lighting and renewable energy projects - Strong communication and interpersonal skills - Must be able to read blueprints and specification to determine the scope of work: locations, quantities, and sizes of materials required - Knowledge of tools required for tasks - Ability to identify safety risks (DOT/OSHA) and the precautions required to eliminate those risks - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

High School Diploma or G.E.D.

**Experience**

- Successful completion of a U.S. Department of Labor registered journeyman training program and journeyman status, plus two years of journey-level work experience, of which one year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience

**License/Certifications**

Journeyman Certification OSHA Certification, 10 Hour Minimum, 30 Hour Desired Valid driver's license and ability to obtain CDL Certified in CPR/First Aid and Pole Top Rescue

**Travel Requirements**

40%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Frequently - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Supervisor, Regulatory Reporting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Regulatory Reporting Supervisor oversees day-to-day work of the senior and staff accountants, reviews various reports and financial documents, identifies fluctuations, communicates possible risk operating department management, and assists the Regulatory Department in resolving accounting issues. Assists Manager of Financial Reporting, other accounting groups, external audit, other company departments with preparation, review and analysis of the regulatory financial reports and statements.

**JOB DESCRIPTION:**

'- Reviews monthly analysis of regulatory financial information, performs review of various financial documents, reports, statements, and disclosures, provides with interpretation of fluctuations or potential negative impact, identifies risks, communicates findings to Manager Financial Reporting, Controller, Regulatory Department personnel, and oversees the timely preparation of reports and resolutions: - Monthly review of the regulatory financial statement and other financial information - Monthly Reporting Schedules. - Reviews monthly, Quarterly and Annual filings with the regulatory agencies - Assists Regulatory Department in assessing the financial impact of various regulatory proposals. - Works closely with the Regulatory Department, other Accounting groups and company departments to help to resolve any regulatory accounting issues that may arise. - Provides support and assistance to the internal management reporting group in preparations of Company's internal financial reports, regulatory agency reports, board of director presentations, etc. - Provides support and assistance to the external auditors in connection with the audit of the company. - Continuously searches for ways to improve the reporting process at the corporate and operating unit's levels. - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Accounting, Finance or Business Administration

## Experience

Required: - Experience in public accounting - Minimum of 6 years of experience in a similar position with supervisory experience Preferred: - Experience in Regulatory Accounting

## License/Certifications

Preferred: - CPA (Certified Public Accountant)

## Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Disputes Administration Specialist

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead of Land Dispute Resolution, this position will be responsible for undertaking negotiations on behalf of the company for landowner disputes relating to damage claims from landowners, access issues, payments received, or any other matters relating to the use of land rights in operating the system. The position will be responsible for collecting the information relating to the dispute, analyzing the facts of the dispute, providing a recommendation as to whether to settle the dispute, obtaining approval for any settlement, and executing the settlement agreement. The position will be responsible for maintaining the file for any dispute resolution in accordance with the standards established. Where a dispute is not settled and must enter a legal process, this position will be responsible to provide the file to the legal representative assigned and to support the legal process where required.

**JOB DESCRIPTION:**

- Review the landowner dispute and develop the necessary assessment and response. - Make an assessment of the nature of the complaint and the response to the landowner is completed in the prescribed amount of time - Follow-up on all matters with the landowner with respect to each claim file assigned - Properly advise supervisory team as to the status of each claim - Assess landowner interest and provide recommendation if resolution via settlement outside of court enforcement is possible or advisable - Must be familiar with working in a Microsoft Office environment and must be capable of using specialized software for tracking case files or on other matters - Perform other related duties as required
- Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required - Must have degree in business management or law or in a related field from a recognized institution or a technical diploma in land rights from a 2 year program. Preferred - A degree in law from a recognized institution and must be eligible to be registered to practice law within the jurisdiction would be an asset

**Experience**

Required - Work experience in land rights field is essential. - > 1 Year Preferred - Work experience in an electrical utility with knowledge of land rights is an asset. - > 3 Years

**License/Certifications**

**Travel Requirements**

- Yes, 20% of time

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - N/A  
- Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Land Compliance Specialist

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Land Acquisition, this position will be responsible for ensuring that all land agreements entered into by the company strictly comply with the legal requirements. This will include ensuring that the land agents are a land package that is compliant with requirements, ensuring that documentation of interactions between the company representative and each landowner are correctly documented, and that the agreement used is compliant. In addition, this position will have the responsibility to properly register each land agreement with the registry office so that the agreement is properly recorded in the land titles system.

**JOB DESCRIPTION:**

- Review land package for each project and provide legal sign off to ensure compliance - Review documentation of land meetings to ensure compliance - Review all final agreements between company and landowner to ensure agreement is compliant. Provide legal sign off on each agreement - Ensure any expropriation filing is properly prepared and that the conditions required for filing that order have been met. Provide legal sign off on each application for expropriation - Ensure that each agreement is registered in the Land Titles Registry - Must be familiar in working in a Microsoft Office Environment - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Must have degree in law from a recognized institution and must be eligible to be registered to practice law within the jurisdiction &lt; 1 Year Preferred Education and Experience Must have degree in law from a recognized institution and must be eligible to be registered to practice law within the jurisdiction

**Experience**

- Work experience in land rights field is an asset - Work experience in an electrical utility with knowledge of land rights is an asset

**License/Certifications**

Must be eligible to work as a lawyer within jurisdiction

**Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

**Physical Demands**

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Payroll Coordinator, Kronos

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Payroll Coordinator Kronos performs all the necessary steps to apply the established work rules to process payroll every period. Ensures that all processes are executed appropriately and in a timely manner. Escalates issue timely to be resolved to the Team Lead Kronos.

**JOB DESCRIPTION:**

'- Review and import employee work rule data into the payroll system via Kronos or via spreadsheets completed and approved by the Business Unit Kronos super-users - Review Kronos payroll documentation for accuracy through audit reports and makes any necessary adjustments. Obtains necessary approvals - Communicate with the Human Resources Department to ensure the integrity of the Kronos payroll data including data related to new hires, terminations, transfers, and rate changes. Complete updates as necessary - Investigate and resolve requests from managers and employees as they relate to the processing of Kronos payroll information, License Administration, donated leave, long term leave, pay codes, retroactive pay calculations, tax questions, and other changes - Assist in special projects as assigned by management - Continuously look for improvements in operational processes and designs and implements related initiatives - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical, attention to detail and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance, or relevant field

**Experience**

Required: - Minimum of 3 years of experience working with Kronos Preferred: - +3 years of experience working with Kronos

**License/Certifications**

Required: - Valid driver's license Preferred: - FPC (Fundamental Payroll Certification) - CPP (Certified Payroll Professional)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Payroll Associate, Processing and Payment

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Payroll Associate, Processing and Payments assists in the performance of all the necessary steps to process payroll for every period ensuring that all processes are executed appropriately and in a timely manner. This role is responsible for timely escalation of issues to be resolved to the Payroll Coordinator and Team Lead.

**JOB DESCRIPTION:**

'- Review and import employee timecards into the payroll system via Kronos or via spreadsheets completed and approved by the Business Unit Kronos super-users - Review payroll documentation for accuracy through audit reports and makes any necessary adjustments. Obtains necessary approvals - Print, sort, and distribute payroll checks to clinic offices for on-cycle and off-cycle check runs - Communicate with the Human Resources Department to ensure the integrity of the payroll data including data related to new hires, terminations, transfers, and rate changes - Assist with the overseeing of employee paychecks ensuring payroll and tax documents are accurate - Assist in preparing accounting files, records, and schedules, monitoring paid and unpaid leaves, resolving payroll problems (e.g. overlooked bank holidays, late payments, etc.), and Payroll Audits - Assist in processing special payrolls including the annual bonus and year-end adjustment payrolls - Assist with investigating and resolving requests from managers and employees as they relate to the processing of payroll information such as PTO (Paid time off) and ESL, banking, garnishments, employment verifications, workers compensation, retroactive pay calculations, tax questions, and other changes - Assist with special projects as assigned by management - Continuously look for improvements in operational processes and designs and implement related initiatives - Proficient in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Strong analytical, attention to detail and problem-solving skills - Assist in the performance of complex calculations, must understand accounting impact and implications of transactions, and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

#### Experience

Required: - One year of experience in a similar position Preferred: - +2 years of experience in a similar position

#### License/Certifications

Required: - Valid driver's license Preferred: - FPC (Fundamental Payroll Certification) - CPP (Certified Payroll Professional)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Payroll Coordinator, Processing and Payment

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Payroll Coordinator, Processing and Payments performs all the necessary steps to process payroll every period ensuring that all processes are executed appropriately and in a timely manner. This role is responsible to ensure timely escalation of issues to be resolved to the Team Lead.

**JOB DESCRIPTION:**

'- Review and import employee timecards into the payroll system via Kronos or via spreadsheets completed and approved by the Business Unit Kronos super-users - Review payroll documentation for accuracy through audit reports and makes any necessary adjustments. Obtains necessary approvals - Print, sort, and distribute payroll checks to clinic offices for on-cycle and off-cycle check runs - Oversee employee paychecks ensuring payroll and tax documents are accurate - Prepare accounting files, records, and schedules - Monitor paid and unpaid leaves - Resolve payroll issues and discrepancies (e.g. overlooked bank holidays, late payments, etc.) and participate in Payroll Audits - Communicate with the Human Resources Department to ensure the integrity of the payroll data including data related to new hires, terminations, transfers, and rate changes - Process special payrolls including the annual bonus and year-end adjustment payrolls - Investigate and resolve requests from managers and employees as they relate to the processing of payroll information such as PTO and ESL, banking, garnishments, employment verifications, workers compensation, retroactive pay calculations, tax questions, and other changes - Assist in special projects as assigned by management - Continuously look for improvements in operational processes and designs and implements related initiatives - Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical, attention to detail and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance, or relevant field

#### Experience

Required: - Experience in a similar position Preferred: - +3 years of experience in a similar position

#### License/Certifications

Required: - Valid driver's license Preferred: - FPC (Fundamental Payroll Certification) - CPP (Certified Payroll Professional)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
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#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Operational Advisor, Ops

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Operational Advisor will provide necessary strategic advice and counsel to the assigned functional area to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. Provides strategic advice and counsel that aligns with the execution of the LUMA's strategies. The role works with everyone cross-functionally to make sure the organization is set up to and actually delivering on their targets. Cultural fit is also extremely important for the role, due to the cross-cultural and people leadership aspects and challenges of standing up a new organization. They need to be in sync on the vision for the company and current status of objectives. The role helps to strengthen the management team with its connection to the community, past utility practices and policies, and relationship management. It allows the Division Leader to have the confidence that the company will carry on running the same in their absence.

**JOB DESCRIPTION:**

- Responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division/Department to ensure they drive world class safety, deliver superior customer service, achieve high level operational efficiency targets and optimal delivery of construction projects. - Ability to influence people and relationships across departments, functional areas, and communities. - Plays a key role engaging with employees and communities to ensure alignment, agility and team cooperation is a fundamental principal that is promoted and adhered to. - Applying expert level utility knowledge in understanding past utility practices and relationships to drive key deliverables on LUMA leadership's intent to transform and evolve the electrical system - Highly influential and visible role at LUMA combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business, local business knowledge, institutional knowledge of the previous operator, sound business and operations advice and intelligence. - Support the senior leader and assists with maintaining positive relationships both internally and externally. - It is crucial that this position understands how Puerto Rico's electrical system grew to where it is today (including relationships, political history, weather, technical knowledge, communities, etc.), and how to enable and empower the right people within LUMA to transform and improve the electrical system as a resilient, reliable, and modern system it needs to be - Member of the leadership team. - Participates in regular meetings/teams across the department/division/functional group to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards. - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills

**REQUIREMENTS**

Education

- A combination of the following education will be considered: College Diploma or Professional Engineer or Professional Discipline

#### Experience

- Intimate knowledge of past utility operations and strong business relationships across the past utility organization and amongst the municipalities - Familiar with LUMA culture, vision, mission, and committed to change - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated - Proven experience applying sound judgment to make decisions - Expert utility knowledge - 10+ years utility operations leadership experience - A combination of education and experience will be considered

#### License/Certifications

- Valid Drivers License - First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: Seldom - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Frequently - Other:

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**JOB TITLE:** Operational Advisor, Substations and Telecom

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Operational Advisor will provide necessary strategic advice and counsel to the assigned functional area to ensure the highest level of safety, employee engagement and customer satisfaction is achieved. Provides strategic advice and counsel that aligns with the execution of the LUMA's strategies. The role works with everyone cross-functionally to make sure the organization is set up to and actually delivering on their targets. Cultural fit is also extremely important for the role, due to the cross-cultural and people leadership aspects and challenges of standing up a new organization. They need to be in sync on the vision for the company and current status of objectives. The role helps to strengthen the management team with its connection to the community, past utility practices and policies, and relationship management. It allows the Division Leader to have the confidence that the company will carry on running the same in their absence.

**JOB DESCRIPTION:**

- Responsible to provide leadership, guidance, direction and drive culture change for all the employees in a Division/Department to ensure they drive world class safety, deliver superior customer service, achieve high level operational efficiency targets and optimal delivery of construction projects. - Ability to influence people and relationships across departments, functional areas, and communities. - Plays a key role engaging with employees and communities to ensure alignment, agility and team cooperation is a fundamental principal that is promoted and adhered to. - Applying expert level utility knowledge in understanding past utility practices and relationships to drive key deliverables on LUMA leadership's intent to transform and evolve the electrical system - Highly influential and visible role at LUMA combining strategic planning, business management, continued business development opportunities and process improvement across a fast-moving utility business, local business knowledge, institutional knowledge of the previous operator, sound business and operations advice and intelligence. - Support the senior leader and assists with maintaining positive relationships both internally and externally. - It is crucial that this position understands how Puerto Rico's electrical system grew to where it is today (including relationships, political history, weather, technical knowledge, communities, etc.), and how to enable and empower the right people within LUMA to transform and improve the electrical system as a resilient, reliable, and modern system it needs to be - Member of the leadership team. - Participates in regular meetings/teams across the department/division/functional group to deal consistently with common issues, department standards, strategic initiatives, corporate policies and standards. - Follows all policies and procedures - Other duties as assigned - Perform assigned functions during major storm restoration events and participates as assigned in associated drills

**REQUIREMENTS**

Education

- A combination of the following education will be considered: College Diploma or Professional Engineer or Professional Discipline

#### Experience

- Intimate knowledge of past utility operations and strong business relationships across the past utility organization and amongst the municipalities - Familiar with LUMA culture, vision, mission, and committed to change - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated - Proven experience applying sound judgment to make decisions - Expert utility knowledge - 10+ years utility operations leadership experience - A combination of education and experience will be considered

#### License/Certifications

- Valid Drivers License - First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate a vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: Seldom - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Frequently - Other:

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**JOB TITLE:** Manager, Permits

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, the Manager, Operational Permit Compliance will have will have responsibility and accountability for acquiring the necessary permits required for operating the transmission and distribution system as well as completing the compliance filings associated with all permits. This position will have the responsibility to define all obligations under the permits issued to the company and that the compliance requirements are managed in accordance with the permit. This position will have the responsibility to work with other areas in the departments in the organization such as Engineering and Operations to ensure the necessary service is provided to the user group and that any permit requirements are managed in the necessary fashion. The Manager, Operational Permit Compliance will have the responsibility of determining the resource requirements for the land acquisition requirements of the company and to define the budget for the department. The position will have responsibility to address other permit matters as these arise and develop necessary procedures or agreements through working with the other department Managers as required.

**JOB DESCRIPTION:**

- Responsible for the work of the Permit Compliance Department in acquiring permits and completing compliance filings under these permits - Responsible for the determination of compliance obligations of each permit and for ensuring these obligations are communicated to the user groups in the company - Responsible to ensure that user groups have that the necessary measures and procedure are in place to document compliance and that this documentation can be utilized as needed in any compliance filing. Must work with other departments to resolve issues around permit compliance and documentation of compliance - Accountable for permit records; ensuring that permit records are complete and available to user groups as needed - Responsible for communication between the Operational Permits Compliance Department and other departments such as Engineering, Construction, and Operations to ensure communication of requirements in either direction - Responsible for ensuring that work performed by the department is completed within the bounds of established procedures and for approving any deviation to the work procedure with documentation for need to do so - Overall accountability for execution of work by the Operational Permits compliance department. Evaluate performance of supervisors and individual employees versus established metrics - Determine staff levels or utilization of temporary or contract resources to manage resources available to team. Determine annual budget or business plan with respect to costs of executing required work - Hire new staff or approve obtaining contract or temporary resources. Create development plan for each employee in group; including training and rotational work assignments. Complete annual performance evaluation for each employee - Accountable for supervisory staff completing accurate reporting of time for each employee; including absences due to vacation or illness - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- 4 year university degree in a Business management program or a law degree with industry experience in an electrical utility. - > 11 Years Preferred Education and Experience - 4 year university degree in a Business management program or a law degree with industry experience in an electrical utility.

### **Experience**

- Specialized study in permit law - Industry experience in acquiring permits and managing permit compliance for utility projects within a utility.

### **License/Certifications**

University bachelors degree in Business Administration or a law degree Preferred Licenses/Certifications  
Specialized study in permits law

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

### **Physical Demands**

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Land

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, the Manager, Land will have responsibility and accountability for all land acquisition functions through negotiated agreement, direct purchase of property, or through determination that the expropriation process is required. This position will have the responsibility for the administration of all obligations for the land rights of the company are managed in accordance with the contract; including payments, settlement of damages, crossings of company infrastructure, and settlement of disputes. This position will have the responsibility to work with other areas in the departments in the organization such as Engineering and Operations to ensure the necessary service is provided to the user group and that any land requirements are managed in the necessary fashion. The Manager, Land will have the responsibility of determining the resource requirements for the land acquisition requirements of the company and to define the budget for the department. The position will have responsibility to address other land matters as these arise and develop necessary procedures or agreements through working with the other department Managers as required.

**JOB DESCRIPTION:**

- Responsible for the work of the Land Department in acquiring land rights, administering land rights in accordance with any agreement completed including making necessary payments, approval of dispute resolution settlements, completion of agreements for other parties to cross company infrastructure, and all other matters related to land acquisition and administration
- Responsible for the final determination to acquire land by negotiated agreement, direct purchase, or through expropriation and to manage each process in a manner compliant with legislation and procedures
- Responsible for communication between the Land Department and other departments such as Engineering, Construction, and Operations to ensure communication of requirements in either direction
- Responsible for ensuring that work performed by the department is completed within the bounds of established procedures and for approving any deviation to the work procedure with documentation for need to do so
- Responsible for final approval of settlement agreement in any land dispute process
- Overall accountability for execution of work by the Land department. Evaluate performance of supervisors and individual employees versus established metrics
- Determine staff levels or utilization of temporary or contract resources to manage resources available to team. Determine annual budget or business plan with respect to costs of executing required work
- Hire new staff or approve obtaining contract or temporary resources. Create development plan for each employee in group; including training and rotational work assignments. Complete annual performance evaluation for each employee
- Accountable for supervisory staff completing accurate reporting of time for each employee; including absences due to vacation or illness
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- 4 year university degree in a Business management program with industry experience in an electrical utility. > 11 Years Preferred Education and Experience . - 4 year university degree in a Business management program with industry experience in an electrical utility. - Specialized study in land management and land rights law.

#### Experience

- Specialized study in land management and land rights law. - Certification as a land agent. - Industry experience in acquiring land rights for utility projects and administering land rights within a utility.

#### License/Certifications

University bachelors degree in Business Administration Land Agent license Specialized study in land rights law

#### Travel Requirements

Yes, 20% of time

#### Physical Demands

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Meter Reading Systems

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Metering this position is responsible for the operation of existing AMR and future AMI systems and collection of all metered data used to determine billing determinants.

**JOB DESCRIPTION:**

- Responsible for the remote meter reading system(s) and the collection of metered data via the system(s)
- Development of targets for meter reading frequency and meter read success rates and ensure the meter reading systems meet these KPIs - Develop targets to reduce meter read estimate rates and ensure the KPIs are met
- Responsible for Remote Disconnect functionality via the meter read system(s)
- Responsible to ensure that meter data events such as outages are inputs to an Outage Management System and data flows to support an Advanced Distribution Management System
- Responsible for the communication system required to enable meter reads and repair, if required
- Lead the development of annual group performance and business objectives
- Develop individual performance objectives and monitor results
- Mentor through coaching, counseling, on the job training and supervision
- Evaluate individual performance of direct reports and provide feedback
- Counsel Individuals on development needs and methods
- Lead and administer teams' vacation, training, functional back-up, succession planning, budget and workload distribution
- Resolve and mitigate interpersonal issues
- Interview and select new and replacement team members, as required
- Contribute to the Metering team Business Continuity Plan and ensure team is ready to enact BCP
- Ensures operations follow company health, safety and environmental protection policies.
- Responsible for the development and implementation of a comprehensive annual safety leadership plan for the department
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education: - Bachelor of Science Degree in Engineering Preferred Education: - Bachelor of Science Degree in Electrical Engineering

**Experience**

Required Experience: - Minimum ten (10) years of experience in a Utility Environment Preferred Experience: - Previous experience working in Metering/AMI

**License/Certifications**

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Director, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the Fleet Management functional area including management, and performance of support services and personnel, leading the functions safety leadership accountabilities, and development of strategic plans, policies, and standards. Partners with and liaison between the management of one or more of LUMA's lines of business (LOB) and Fleet Management Services. Collaborates across LUMA to develop and support the strategic focus for Fleet and serves as the advocate or voice of the customer within Fleet Management. Evaluates and reviews the business needs of Fleet Management and provides solutions to achieving their mission, vision, goals, and objectives.

**JOB DESCRIPTION:**

- Responsible for the formulation, implementation, and review of Fleet Management goals, objectives, and operations.
- Collaborates with other departments within LUMA, and vendors to maximize performance, services, deliverables, quality, and efficiency. Participates and builds consensus with strategy, planning, and budgeting across all LUMA departments. Builds, maintains, and sustains cooperative relationships between senior leadership levels to achieve client satisfaction
- Develops and tracks metrics that provide data for process measurement, business operations or risk assessment. Evaluates and reviews a broad range of key performance indicators (KPIs), scorecards, metrics, and financial statements to assess and measure Fleet Management operations, performance, and services. Presents findings and makes recommendations to high level leaders.
- Responsible for the management, leadership, and performance of support services and personnel including rental and pool, registration, warranty, fleet information systems, business analysis, technical writing, and training
- Responsible for the oversight and accountability of business planning and financial reporting including capital planning and Purchasing, Fleet Maintenance spend, and administrative costs. Responsible for the management of the departmental budget. Leads the work to develop the budget (expense, capital, and expenditures) and monitor, forecast and report on budget performance
- Conducts and reviews gap analysis, needs assessment, and SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis to continuously improve the quality, feasibility, and client satisfaction of Fleet Managements operations, performance, and services
- Promotes and fosters company safety, wellness, and accident prevention programs
- Interfaces with federal, and local agencies and organizations and coordinates with LUMA's Emergency Operations Center (EOC) to provide sufficient personnel, vehicles, materials, equipment, for mobilization, and utilization
- Strong leadership skills with the ability to work well with all levels of employees and lead cross-functional teams
- Strong communication, interpersonal and relationship management skills with the ability to present information, concepts or issues to Senior Leadership
- Ability to identify problems, provide alternative solutions and resolution including successfully navigating implementation barriers
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

Desired:

- Ability to improve program efficiency, foster accountability, and take initiative
- Process improvement, client focus and service skills
- Knowledge of and ability to apply project management methodologies and best practices
- Maneuvering comfortably through complex

policy, process, and people-related organizational dynamics. Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems - Relating openly and comfortably with diverse groups of people. Building partnerships and working collaboratively with others to meet shared objectives - Interpreting and applying understanding of key financial indicators to make better business decisions. Making good and timely decisions that keep the organization moving forward. The ability to make recommendations based on relevant expertise - Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences

## **REQUIREMENTS**

### **Education**

- Bachelor's degree or Equivalent Experience (Master's Degree preferred)

### **Experience**

- Utility industry, union environment experience desired - Knowledge and experience with Transportation Services its organization, operations, and responsibilities - Knowledge and experience with business planning, project management, and budget planning and management, team building, motivation, change management, safety management, exempt leadership, performance planning and appraisal, and organizational behavior. Applying knowledge of business and the marketplace to advance the organization's goals

### **License/Certifications**

- Valid drivers license - Clean driving record

### **Travel Requirements**

50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Supervisor, Disbursement Treasury

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor Disbursements will assist the Manager, Cash Management with day-to-day management of cash operations and oversees the field offices on the completion of the daily cash disbursements to employees and reconciliation packages.

**JOB DESCRIPTION:**

'- Responsible for the execution of the daily cash management for field offices. Assures compliance with local laws and regulations - Use strong analytical skills to support the Manager, Cash Management with documentation, conducting process walkthroughs and identifying controls procedures and measures regarding cash management activities - Evaluate, develop, implement, and monitor policies and procedures regarding to expense reimbursement to employees - Support the Manager, Cash Management in preparing reports to summarize and interpret current and projected company financial positions - Prepare and ensure the weekly field office distributions are provided. Prepare weekly/monthly/quarterly forecast analysis for field offices - Collaborate with accounting function to reconcile all cash transactions and resolve any accounting issues in a timely and manner - Perform ad-hoc financial analyses to support decision-making by senior management and the Board of Directors with respect to cash management - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data. Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

Experience



Required: - +3 years of experience in similar role with supervisory leadership - +6 years of experience working in an accounting environment Preferred: - +6 experience in Cash management and Treasury roles - +9 years of experience working in an accounting environment

#### License/Certifications

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - Less than 5 LBS - 10 – 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Manager, Vegetation Programs

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This Manager, Vegetation Programs is responsible for technical guidance across the vegetation management department and for developing and implementing effective vegetation management programs on Distribution and Transmission rights-of-way. The position directs the implementation of annual vegetation management programs and provides leadership, supervision and direction to vegetation management staff involved in patrolling rights-of-way, preparing annual work plans, obtaining landowner consents, preparing forecasts from work volumes, inspecting work sites, ensuring HSE compliance, and compiling and maintaining vegetation inventories. The position is responsible and accountable for coaching and developing staff, allocating approved Operation & Maintenance and capital maintenance budgets, and monitoring and controlling Distribution and Transmission vegetation management costs.

**JOB DESCRIPTION:**

- Responsible for the creation and maintenance of the vegetation management plan. Supports development of business plan as it relates to the Vegetation Management department. Assists and supports in the planning and development of the departments Operation & Maintenance and capital annual budgets which includes 5-year expenditure forecasting and prepared to support and explain any variations within budgets and/or business plan. - Provide a broad range of subject matter expertise to the department and organization regarding vegetation management processes and vegetation maintenance practices. Follow legislation/regulations, recommends adjustments to programs, practices and reporting as required - Responsible for the Vegetation Management teams in their operational planning and delivery of vegetation management and maintenance programs on Transmission & Distribution rights-of-ways. Communicate the business plan into procedures, goals, objectives for the field teams. Oversees the development and implementation of annual work plans. Supports development of best practices and standards for effective vegetation management. Recommends initiatives to improve efficiencies and reduce costs. Control costs and oversees annual vegetation management expenditures for vegetation maintenance services. - Supervises employees to achieve department targets including; performance management recommendations and measures; health, safety and environmental program and direction; training and development requirements; and staffing and performance initiatives. - Maintain relationships within LUMA Energy District Managers to ensure support for annual work plans and operational efficiency initiatives. Oversees collaboration and consultation with vegetation maintenance crews to ensure effective HSE performance and the execution of contracts and work plans. Networks with other utilities and industry associations to maintain best practices - Performs major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- BSc. in Forestry or related natural resource disciplines. - Demonstrated knowledge of relevant Vegetation Management Standards and Best Management Practices.

#### Experience

- Directly relevant experience managing a contemporary vegetation management program. Clear and well-established expert standing on matters related to utility vegetation management. - Experience dealing with change management situations - 10+ years related industry and/or operational experience.

#### License/Certifications

- Valid driver's license - Preferred: ISA Certified Arborist/Utility Specialist

#### Travel Requirements

10%

#### Physical Demands

• Stationary Position: Seldom • Pushing/ Pulling/ Reaching: Seldom • Climb: Seldom • Kneel: Seldom • Grab: Seldom • Bend: Frequently • Lift/ Carry over: 10-30 LBS • Vision: Vision acuity to operate vehicle • Hearing: Receive detailed information if spoken to

#### Working Conditions

• Wet or humid: Constantly • Working near or on moving mechanical parts: Frequently • Working near or on heavy machinery: Frequently • Working in high places: Frequently • Exposed to fumes or airborne particles: Frequently • Exposed to toxic or caustic chemicals: Seldom • Frequency of working in outdoor weather conditions: Constantly • Work with electricity: Frequently • Work with explosives: N/A • Work on or near a source of radiation: N/A • Loud Noise conditions (abover 87 db): Frequently • Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Analyst

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Support regulatory filing teams in providing high quality service and work product while meeting regulatory filing requirements and deadlines. Directly responsible for the overall quality of service, work paper, analytical and review standards and compliance with PREBs filing requirements. Supports the Supervisor / Manager to ensure regulatory objectives are met to support regulatory filings and analysis as requested

**JOB DESCRIPTION:**

- Responsible for the accurate and efficient preparation of regulatory data for filing, including pro forma adjustments to historical per book information; cost of service allocation and revenue requirements development and analysis needed for filing(s) - Development of present and pro forma revenue analysis and rate design needed for reasonable recovery of the cost to serve in a manner that is equitable to our customers while recognizing corporate financial stability - Ensure that key issues/decisions are escalated to Manager and others in a timely manner - Participate in training and staff development, ensuring other functional teams have an overall knowledge and understanding of regulatory filings (rate cases, defensible materials required, etc.) and underlying processes. Show ability to work independently and collaboratively with diverse teams and work groups across the organization - Ensure that all work papers and filing documents are accurately prepared and adequately reviewed in a complete and timely manner. Ability to develop and use a variety of analytical approaches to synthesize information, identify patterns, solve issues and make recommendations - Preparation of regulatory policy analysis including position papers, review of previous filings, and communication documents for broader company. Proficient with Microsoft Office products, (in particular Excel and Word) and databases - Technical writing ability that conveys intended messages to target audiences with clarity and precision - Strong communication skills (both verbal and written) and a demonstrated ability to work effectively across all levels of the organization and with external stakeholders - Demonstrates skill in planning work activities required to ensure quality deliverables - Desire to seek out experiences and opportunities to develop and try new skills and knowledge - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Undergraduate degree in business, engineering or economics. A background in regulatory accounting or economics is preferred. A professional accounting designation or graduate degree is considered an asset.

**Experience**

- Two years of relevant regulatory or utility industry experience is preferred, however directly related knowledge acquired through pertinent education will be considered. - Knowledge of cost-of-service regulation and associated principles considered in establishing revenue requirements and rate design.

License/Certifications

Travel Requirements

10%

Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Commissioning Lead, Telecom

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting the Telecom Commissioning Manager, the Telecom Commissioning Lead, under the guidance of Supervisor, will aid with planning, scheduling, monitoring, and execution of commissioning activities of new and existing Telecom projects to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria and is proven for active service. The individual will work in a team atmosphere to ensure the final product meets all design, operational and safety criteria and is proven for active service. .

**JOB DESCRIPTION:**

- Responsible for testing, troubleshooting and repairs on transmission/distribution telecom equipment. - Interact and collaborate with the various LUMA departments and responsible for all job planning, monitoring and reporting on Commissioning work. - Responsible to manage interface with Contractors including supervision during commissioning and ensure that all commissioning deliverables are completed in accordance with Design and Contract packages. - Coordinate commissioning schedules and activities including developing outage plans and coordination of outage and permit requirements with the System Control Center. - Review of design documentation and issuance of commissioning documentation, including as-built drawings, commissioning reports and hand-over certificates. - Aid in the creation and updating of commissioning procedures and standards. - Provide a seamless handover and orientation to operational staff upon acceptance of project. - Provide technical support to other groups within the organization. - Assist in operating various types of test equipment needed for troubleshooting, maintenance and commissioning activities. - Evaluate and monitor job plans from contractor before commissioning of substation equipment start. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies. - Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of contractor work and services meet or exceed customer expectations and are consistent with the quality goals of the company. - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor of Science in Electrical Engineering, Electronics Engineering, or Technical Diploma.

**Experience**

- Minimum 6 years related work experience related to telecom commissioning of electrical transmission and distribution systems . - Experience in reviewing and providing value added feedback on engineering designs. - Experience developing work plans and leading teams. - Experience with scheduling and estimating project costs.

#### License/Certifications

- Valid Driver's License and First Aid Training is required.

#### Travel Requirements

- 80%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Tariffs and Budget - Regulatory

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The primary function of this position is to coordinate, prepare, support, analyze and communicate financial, planning, performance and compliance filings related to regulatory requirements for LUMA Energy and Puerto Rico's Transmission and Distribution System (T&D System). The individual will be responsible for reporting and advising on electricity regulatory policy including, monitoring, reviewing, researching, analyzing and issue identification to develop and retain institutional knowledge related to all financial aspects of rate cases, budgets, etc. including review and maintenance of financial models for LUMA Energy. Additionally, the position will participate in LUMA Energy's outreach programs and interface with regulators, government officials, trade / industry groups and other Puerto Rico energy stakeholders. The position will focus on delivering data driven solutions.

**JOB DESCRIPTION:**

- Responsible for team that coordinates and oversees the completion of key components of regulatory filings, including rate cases, annual budgets (operational and capital), system plans, performance metrics and any other filings required by the Puerto Rico Energy Bureau (PREB) on behalf of LUMA Energy
- Reviews, analyzes and approves regulatory adequacy of regulatory filings including oversight of budget and financial information within the filing, which includes forecasts for the following year and two subsequent years
- Identifies instances where support material is required, including level required to support prudence of expenditures and alignment with Puerto Rico energy policy
- Provides ongoing regulatory support and supervision to all departments and works collaboratively with finance team to ensure best efforts to comply with regulatory agencies' submission deadlines and to provide sufficient support
- Responsible for timely, complete and appropriate regulatory policy correspondence, typically in writing, with regulatory agencies
- Responsible to monitor electric regulatory law and policy issues and legislative initiatives and participate in the development of LUMA's regulatory strategy
- Participating in relevant agency consultations and preparing responses to and reviewing correspondence from Puerto Rico's regulatory agencies
- Coordinates with regulatory agencies and intervenor personnel on financial and regulatory matters
- Collaborates with internal and outside legal counsel regarding participation in regulatory filings, proceedings, comments and responses
- Identifies regulatory policy and legislative trends and potential business impacts
- Implementation of regulatory strategies and development of processes and procedures to improve regulatory filing efficiencies
- Strong team and project management skills including timely feedback, coaching and collaborative problem solving, ability to manage multiple work streams and individuals on an ongoing basis
- Superior analytical and critical thinking skills with the ability to see the big picture and interpret and assess the short- and long-term impacts of actions and strategies
- Strong interpersonal, organizational and management skills
- Ability to influence and communicate effectively with senior company personnel, external consultants, legal counsel, regulatory agency staff and industry stakeholders
- Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities
- Proficient skills in the use of computer applications (MS Office, Excel and Work )
- Experience with programs such as Microsoft Project or other project planning software an asset



Strong communication skills (both oral and written). Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's degree in Engineering, Commerce or Business, or another relevant field

### **Experience**

- 10+ years related work experience in leading high performing teams, in a regulatory environment an asset - 5+ years in project management role, process improvement, business change experience an asset - 5+ years leading a team - Strong analytical skills, ability to understand complex problems with multiple stakeholders and multiple - Self-starter who is organized and able to clearly communicate both verbally and in writing, experience coordinating multiple teams to deliver large, detailed projects - Experience understands root causes and prioritize key work streams to deliver results under pressure and on time - A good understanding of the electric utility model, or other heavily regulated industries, previous experience working at a T&D utility an asset - Relevant experience in project management, regulated industries, finance, accounting, forecasting, economics, law an asset

### **License/Certifications**

### **Travel Requirements**

Travels: No Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Manager, Performance Metrics

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director of Programs & Performance, the primary function of this role is to manage, lead, coordinate data gathering, analysis and calculation of business performance metrics focusing on the Operation & Maintenance (O&M) and Regulatory reporting requirements. The individual will be responsible for performing detailed analyses and studies in order to inform LUMA's performance to internal and external stakeholders in the following main areas: system operation, customer service, safety, renewable and energy storage system integration, energy efficiency and demand response. The role includes broad engagement with internal stakeholders and organizations. Requires expertise in understanding utility business process, data analytical techniques, sensitivity analyses, communication, reporting, external stakeholders' requirements and industry standards guiding power utility metrics.

**JOB DESCRIPTION:**

- Responsible for team performance with internal and external stakeholders (technical and commercial teams, attorneys, etc.) to oversee Performance Metrics as established in the OMA and Regulatory Requirements.
- Review, analyze and approve consistency of performance metrics. Maintain and enhance performance metric development business process and procedures; open to constant improvement; improve reliability of data integrity and analytics. Reduce process timing by incorporating data analytic techniques and tools and ensure its compliance with Federal, State and Local regulations.
- Constantly evaluate the evolution of performance metrics, generate visual dashboards for simple but effective communication with upper management.
- Perform analysis of negative deviations and work directly with technical teams to lead root causes analysis of deviations respect to targets and identify options to minimize or mitigate variations.
- Develop new fiscal year action plan, including team member's (i) carrier development plan (including: Technical development, communication, teamwork, attitude) (ii) team member's targets for each carrier development item.
- Perform regular mentoring and coaching as well as conducting team member's mid and end of year performance review.
- Process-oriented with strong team and project management skills including timely feedback, coaching and collaborative problem solving, ability to manage multiple workstreams and individuals on an ongoing basis. Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities
- Superior analytical and critical thinking skills with the ability to see the big picture and interpret variations of short and long-term impacts of actions and strategies. Must be able to convert highly technical and quantitative analysis to convey key and consistent message about the company performance
- Strong communication skills (both oral and written). Comfort with reading, interpreting and enhancing legal documentation to external agencies. Ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders (internal and external)
- Proficient skills in the use of computer applications (MS Office, Excel and Word in particular)
- Experience with programs such as Microsoft Project or other project planning software an

asset. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

## **REQUIREMENTS**

### **Education**

Bachelor's degree in Math, Engineering, Commerce or Business, or another relevant field

### **Experience**

- 10+ years related work experience in leading high performing teams, in a regulatory environment an asset - 5+ years in project management role, process improvement, business change experience an asset - 5+ years of supervisory/lead experience - Strong data analytical skill is a bonus, ability to understand complex problems with multiple variables, stakeholders and multiple requirements - Self-starter who is organized and able to clearly communicate both verbally and in writing, experience coordinating multiple teams to deliver large, detailed projects - Experience understanding root causes and prioritizing key work streams to deliver results under pressure and on time - A good understanding of the electric utility model, or other heavily regulated industries, previous experience working at a T&D utility an asset - Relevant experience in project management, regulated industries, finance, accounting, forecasting, economics, law an asset

### **License/Certifications**

### **Travel Requirements**

Travels: No Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Director, Stakeholder Reporting

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting. A high attention to detail, excellent time management, strong English and Spanish writing and reading comprehension and clear communication are key skills within the team. The Director of Stakeholder Reporting's primary function of this role is to manage, lead, and coordinate internal and external stakeholder reporting for LUMA in compliance with LUMA's contractual requirements under the Transmission and Distribution Operation and Maintenance Agreement (T&D OMA). This individual will be responsible for managing reporting obligations, managing timelines, detailed documentation and communication to support the reporting requirements. This includes monitoring overall compliance, engaging with external government and regulatory agencies, coordinating internal stakeholders, and supporting executive management. Expected to coordinate, review and provide approval for a high-volume of reporting-related activities, requiring a deep understanding of contractual requirements and the associated procedures and a strong attention to detail. Requires expertise in project management, reporting, formal oral and written communication, data analysis, stakeholder management and the ability to lead a team.

**JOB DESCRIPTION:**

- Responsible for team performance that coordinates and executes reporting activities in compliance with LUMA's obligations under the T&D OMA.
- Responsible for developing procedures to optimize reporting process, including data collection, contract administration tools, and management of various requirement types.
- Responsible for coordinating implementation of process and technical improvements to enable streamlined reporting activities across the company.
- Responsible for on-going management of the contract administration tool.
- Prioritize, review, and approve of action plan and deliverables for the reporting team (Manager, Leads and Analysts).
- Provide guidance on regulatory requirements to departments, ensure comprehension and ownership of requirements, and confirm compliance with Regulator, State and Federal requirement and orders.
- Coordinate inputs from internal stakeholders to respond to Regulator requirements and requests.
- Coordinate with regulatory agencies on reporting requirements and follow up discussions as needed.
- Process-oriented with strong team and project management skills including timely feedback, coaching and collaborative problem solving, ability to manage multiple workstreams and individuals on an ongoing basis.
- Superior analytical and critical thinking skills with the ability to (1) see the big picture, (2) interpret and assess the short- and long-term impacts of actions, (3) identify with decision escalation to leadership or legal is necessary, and (4) make judgment calls that balance speed of delivery with quality of work.
- Strong interpersonal, organizational

and management skills with the ability to manage complex requirements with strict deadlines. - Strong communication skills (both oral and written); ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. - Strong editing and writing skills, with the ability to create comprehensive, formal documentation. - Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, collaboration with various stakeholders, and communication of complex topics. - Strong skills in the use of computer applications (MS Office, Excel, Word, PowerPoint) and experience with programs such as Microsoft Project and SharePoint. - Ability to influence, effectively communicate with, and/or coordinate approval from senior and executive leadership, external consultants, legal counsel, and regulatory agency staff. - Ability to effectively prioritize workloads, meet deadlines and resolve conflicting priorities. - Ability to read, interpret, and analyze legal documentation. - Establish and maintain a positive and proactive work environment with internal and external stakeholders.

## **REQUIREMENTS**

### **Education**

- Bachelor's degree in Engineering, Economics, Commerce or Business, or another relevant field. - Minimum Law degree or Master's degree with a major in Public Policy, Economics, Business, Finance or equivalent. Can be substituted with 8+ years of Investment Banking, Management Consulting with a top firm, or equivalent.

### **Experience**

- 6+ years with related work experience in a project management role, with a proven record of leading highly performing teams to deliver large, complex projects. - Result oriented, highly organized and detailed-oriented, strong analytical and communication skills, ability to understand complex problems and manage multiple stakeholders and multiple requirements. - Work experience in a process improvement, business development, and/or reporting role an asset. - Work experience in a heavily regulatory environment, with an electrical utility, and/or in a merger and acquisition environment an asset. - Relevant experience in finance, accounting, economics, and law an asset.

### **License/Certifications**

### **Travel Requirements**

Travels: No Percent of Time: No Overnight Required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Supervisor, Engineering Records

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, T&S Engineering, this position is responsible for the leadership and development of a T&S Engineering records team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for T&S engineering records and manages escalated issues
- Develops, initiates process improvements, and changes to record standards
- Ensures T&S engineering records are accurate and up to date
- Manages the engineering records process
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all work
- Optimizes the use of resources across the group and liaisons with the Engineering managers and supervisors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Records team
- Supervises the Engineering Records team, and is actively involved in performance management plans, coaching, and succession planning
- Works with employees to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Supervising Engineers, Regional Managers and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Technical knowledge in Utilities
- Strong administrative skills
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering

Experience

Minimum three (3) years of experience in a Utility Environment

License/Certifications

N/A

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Director, Procurement and Contracts

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Procurement & Contracts, this position is accountable for the overall leadership of the area which includes the development, implementation, execution, and management strategies and processes with respect to the procurement of goods and services for LUMA acting on behalf of PREPA. Extensive stakeholder engagement throughout the LUMA and PREPA organizations is required as Procurement & Contracting is the central point of contact for all 3rd party vendor engagements. The Director, Procurement & Contracts will have a holistic view of LUMA's end-to-end procurement and payables processes in order to drive source-to-pay optimization, e-procurement, total contract lifecycle management, financial reporting, and procurement best practices.

**JOB DESCRIPTION:**

- Responsible for Procurement Operations and Strategic Sourcing leadership. Collaborate with Vice President, Procurements & Contracts to ensure sustainable and scalable growth for the area and organization by setting the strategic direction for: - Procurement Operations and Strategic Sourcing of processes, vendors and agreements that may be leveraged by the organization and cross-functional operations; - post contract award activities; and - procurement systems policies and governance, updates, training, testing, and reporting. - Assist the Vice President, Procurement & Contracts to establish the area's long-term strategic vision and purpose that adheres to the broader organizational financial and operational plans and objectives. The vision will be enabled through consistent strategies that are supported by each of Procurement & Contracting functions and individual employee goals. - Establish and promote the strategy for highly functional teams by developing and maintaining a culture of operational excellence, continuous improvement, employee engagement, and customer satisfaction. - Strong Strategic Sourcing expertise, managing SOW's, RFI's, RFP's/RFQ's, Bid Analysis and Awards, etc. - Strong Organizational skills, managing multiple projects and initiatives simultaneously. - Strong communication, presentation and reporting skills. Ability to connect effectively and assertively among all levels of the organization, as well as, with key stakeholders, suppliers and customers. - Strong Capital Project Management skills, from the procurement perspective. - Experience in developing and managing Category Management. - Strong Contract Management, from creation, development and deployment of a contract, as well as the establishment of effective contract execution. - Exposure in implementing Supplier Relationship Management (SRM) and Customer Relationship Management (CRM) models. - Time management leadership skills. Support in creating a time-conscious environment. - Process and systems driven. Experience in quality systems models. - Oversee a diverse team of employees and maintain a working knowledge of labor relations and collective bargaining. - Manage labor planning across the area which includes the development and implementation of strategies for department succession planning and supporting high potential employees. - Collaborate with Vice President, Procurement & Contracts during the annual area business planning process providing input and revisions, as required, and ensure integration of those results, goals, and objectives into team and front-line goals and objectives. - Function as a liaison between the department and key internal leadership stakeholders. - Possess intermediate

computer skills and familiarity with Microsoft Office, ERP and file sharing technology. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

## **REQUIREMENTS**

### **Education**

Required: - Undergraduate degree in Business, Finance, Engineering, Supply Chain Management, or equivalent Preferred: - Professional designation from a nationally recognized professional institute or association (e.g., Supply Chain Management Professional (SCMP), Certified in Production and Inventory Management (CPIM) is considered an asset. - Post-graduate degree considered an asset (MBA, LLB).

### **Experience**

Required: - Minimum of 10 years of progressively responsible Supply Chain, Materials Management, Logistics, Procurement, Project Management, Vendor Management and / or Legal required. Experience with regulated utilities and / or large, complex organizations is highly desirable.

### **License/Certifications**

None

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - N/A  
- Bend - N/A - Lift/carry over - Less than 5 LBS - Vision - N/A - Hearing - N/A

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Line Construction

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Construction Director, this position is responsible for the supervision, coordination and administration of transmission and distribution line construction projects to ensure the final product for LUMA Capital division is completed safely, on schedule, on budget and meets all design, operational and safety criteria and is proven for active service. This position supports LUMA through the planning and delivery of the execution phase of new capital projects and responsible for the effective planning, and delivery of construction resources supporting capital projects.

**JOB DESCRIPTION:**

- Responsible for planning, checking, monitoring, evaluation and preparation of reports to management as required.
- Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.
- Monitor the construction of all projects for changes and track progress, identifying any issues and provide advice on course of action.
- Monitor and audit construction and materials management documentation to ensure that the facilities are being constructed to meet the quality specifications in the contract.
- Review and approve Contractor procedures for adherence to LUMA established safe practices.
- Collaborate with the Construction Management Team to improve current construction standards, practices and procedures for future use.
- Provide daily direction to Construction Leads to ensure that Procedures, Quality Assurance and inspection programs are being adhered to.
- Responsible to ensure that the team executes on their deliverables and meet deadlines.
- Responsible to ensure construction department is aware of all project issues, schedule changes and upcoming tasks required by various commissioning groups for project planning purposes.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Graduate from a recognized Electrical Engineering Technology Program or Trade designation as a Power System Electrician or Lineman.

**Experience**

- Minimum 8 years related work experience related to electrical transmission and distribution line construction.
- Project management training and experience would be considered an asset.
- Experience in reviewing and providing value added feedback on engineering designs.
- Experience developing work plans and leading teams.
- Experience with scheduling and estimating project costs.
- Experience with engineering discipline reviews and preparation of Construction Work packages, Construction scheduling, work plans, Outage Planning.

#### License/Certifications

- Valid Driver's License and First Aid Training is required.

#### Travel Requirements

- 50%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Asst, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Provides administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.
- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Manage and maintain the departments Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts. Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects. Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress. Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims.
- Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned



## **REQUIREMENTS**

### **Education**

- Bachelor in Business Administration

### **Experience**

- Minimum 7 years of Progressive administrative experience, several years supporting at an executive level.

### **License/Certifications**

N/A

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Coord, Engineer Trans and Substation

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.
- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Manage and maintain the departments Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts. Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects. Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress. Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims.
- Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor of Business, Bachelor of Science or college diploma

### **Experience**

- Minimum 7 years of Progressive administrative experience, several years supporting at an executive level. - Bilingue, Español e Inglés. Escrito, hablado, lectura.

### **License/Certifications**

N/A

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Coord, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
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- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Manage and maintain the departments Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems.
- Interpret and present large amounts of data in a user-friendly manner such as graphs and charts.
- Assist with various projects as required.
- Identifies and implements processes and procedures within defined assignments or projects.
- Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.
- Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process.
- Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.
- Knowledge of Oracle Financial would be an asset in preparation of expense claims.
- Superior verbal and written communication, interpersonal and organizational skills.
- Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor Degree - Equivalent Experience

### **Experience**

- Minimum 7 years of Progressive administrative experience, - Several years supporting at an executive level.

### **License/Certifications**

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coord, Project Controls

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
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- Assist with various projects as required.
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- Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.
- Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process.
- Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.
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- Superior verbal and written communication, interpersonal and organizational skills.
- Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

- Bachelor of Business Administration, Office Systems or college diploma

### Experience

- Minimum 7 years of Progressive administrative experience, several years supporting at an executive level.

### License/Certifications

N/A

### Travel Requirements

10%

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coord, Substations

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

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- Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process.
- Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.
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- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.



## **REQUIREMENTS**

### **Education**

- Bachelor of Business, Bachelor of Science or college diploma

### **Experience**

- Minimum 7 years progressive administrative experience and several years supporting at an executive level

### **License/Certifications**

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coord, System Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, this position will be responsible for the senior administrative needs of the functional area by supporting business functions and project administration processes. Providing senior level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the area. The position will require an appreciation for and understanding of protocol, discretion, confidentiality, professionalism, building and maintaining relationships, and acceptance of responsibility. This position requires an individual who as superior customer service, is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. The Administrative Coordinator provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments.
- Proactively arrange and coordinate logistics and catering for meetings, travel and other events.
- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects.
- Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.
- Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Superior understanding and ability to use Microsoft Office applications, including Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.
- Superior professional verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Experience - Office administration diploma or certification Preferred Education - Bachelor's degree Business Administration or Systems office administration

Experience

Required Experience - 3 Years Preferred Education - 6 years

License/Certifications

Travel Requirements

- Travels: No - Percent of time: Choose an item. - Overnight required: N/A

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: \_\_\_\_ N/A \_\_\_\_\_

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**JOB TITLE:** Administrative Coord, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments.
- Proactively arrange and coordinate logistics and catering for meetings, travel and other events.
- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Manage and maintain the department's Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems.
- Interpret and present large amounts of data in a user-friendly manner such as graphs and charts.
- Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects.
- Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress.
- Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process.
- Superior understanding and ability to use Microsoft Office applications, Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided.
- Knowledge of Oracle Financial would be an asset in preparation of expense claims.
- Superior verbal and written communication, interpersonal and organizational skills.
- Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor of Business, Bachelor of Science or college diploma

### **Experience**

- Minimum 7 years progressive administrative experience and several years supporting at an executive level

### **License/Certifications**

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Asst, Asset Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Sr. level clerical administration support, responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. The work performed is under occasional supervision and is conducted within general guidelines, instructions, and precedents. This position provides in-depth technical expertise related to the administrative processes and systems within the business area.

**JOB DESCRIPTION:**

- Responsible for performing specialized and complex administrative activities in support of the business area which may have a greater impact to the organization and may be required to coordinate the efforts of others in related work.
- Provide professional administrative support to senior leadership through proactive development and preparation of correspondence, presentations, and reports.
- Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments. Proactively arrange and coordinate logistics and catering for meetings, travel and other events.
- Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information.
- Manage and maintain the departments Organizational Charts for LUMA. Create and maintain hard copy and electronic file systems. Interpret and present large amounts of data in a user-friendly manner such as graphs and charts. Assist with various projects as required. Identifies and implements processes and procedures within defined assignments or projects. Provide recommendations that affect tasks or could change outcomes.
- Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information and to manage and perform effectively under conditions of stress. Demonstrated ability to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision
- Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications Word, Excel, PowerPoint, Outlook and Adobe Acrobat including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims.
- Superior verbal and written communication, interpersonal and organizational skills. Demonstrated ability to collaborate and build relationships.
- Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation.
- In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

- Bachelor of Business, Bachelor of Science or college diploma

### Experience

- Minimum 7 years of Progressive administrative experience, several years supporting at an executive level.

### License/Certifications

N/A

### Travel Requirements

10%

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Trans Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position reports to the Section Manager, Transmission Projects. This is a leadership position accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of capital project work for transmission level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

- Responsible for monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors. - Ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks. - Provide daily direction and mentorship to Project Managers and Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to. - Lead and monitor the construction of all assigned projects for scope, schedule and cost changes and report on changes that can impact the project and provide advice on course of action to maintain the schedule within authority levels or escalate to quickly address. - Excellent, organizational, communication, interpersonal and leadership skills. - Ability, skills and experience to handle multiple large scale and large value complex projects at the same time stretching over a wide geographical varied region and terrain. - Supervisory skills relating to site management of multiple work groups and contractors. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor of Science, Engineering, Business, or technical institute Project management Professional (PMP or PgMP).

**Experience**

- Minimum of 7 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components. - Experience working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale. - Expert knowledge in Project Controls, scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting. - Expert in identifying and managing risk on projects.

**License/Certifications**



- Valid Driver's License.

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Project Coordinator, Trans Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Project Manager, Transmission. The Project Coordinator Transmission Projects position, is critical in supporting the project manager in overall project planning, organizing, management, coordination and administration of all capital projects work for transmission level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible to support the Project Manager for the effective planning and delivery of all phases of project.

**JOB DESCRIPTION:**

- Responsible for Monitoring and tracking of schedules, costs, risks and quality and reporting on project deliverables including external contractors. - Support the Project Manager to ensure contract policies and practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks. - Attend meetings and working collaboratively with the Project team on project scope, schedules and costs and provide regular updates. - Support the Project Manager to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to. - Monitor the construction of all assigned projects for scope, schedule and cost changes and report on changes that can impact the project. - Responsible to multitask and diligently support the Project Manager on multiple Projects with competing timelines and objectives to be achieved together under a common Capital Program. - Proven skills in Project Execution and Contractor Management. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor of Science, Engineering, Business, or technical institute Project management Professional (PMP or PgMP) training and experience would be considered an asset.

**Experience**

- Minimum of 3 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components. - Experience working on Regulated Utilities and managing project interfaces with Regulatory Commission and Independent System Operators, International Aid Agency Interfaces on Large Utility Scale. - Expert in identifying and managing risk on projects. - Expert knowledge in Project Controls, scheduling, tasks development, WBS, Costs, Estimating, Risks and Reporting.

**License/Certifications**

- Valid Driver's License.

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Fleet Projects Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reports to the Fleet Coordination Manager. The Project Coordinator position is critical to support the Fleet Coordination Manager in the overall aspects of planning, organizing, managing, handling, coordinating and administering Fleet department projects, to achieve on-budget and on-time completion of projects, as agreed, and with appropriate risk and quality management. Assists LUMA in planning and completing process improvement, new capital and staff development projects during all phases and is responsible for supporting the Fleet Coordination Manager to ensure that these functions are performed effectively in all phases of the project.

**JOB DESCRIPTION:**

- Responsible for monitoring and maintaining program, cost, risk and quality records and preparing project reports.
- Attend meetings and work collaboratively with the project team on all matters related to project scope, schedules and costs, and provide regular updates.
- Support the Fleet Coordination Manager to ensure processes, procedures, quality assurances are met.
- Monitor all assigned projects for scope, schedule and cost changes, and report on changes that could impact the project.
- Responsible for multitasking and diligently supporting the Fleet Coordination Manager on multiple projects with similar or overlapping deadlines and objectives so that all are achieved.
- Provide regular project updates.
- Additional related tasks will be assigned as required.
- As assigned, perform restoration work and participate in associated drills in the event of a major storm.
- Comply with all policies and procedures.

**REQUIREMENTS**

**Education**

- Associate degree in Business Administration, or diploma from a technical institute. It is considered a favorable factor to be and have experience as a Project Management Professional (PMP or PGMP).

**Experience**

- Document incidents - Escalate incidents - Customer service oriented - Management of itineraries in applications (MS Project, Jira or equivalent) - Management of project documentation (Agendas, Minutes, Progress Reports) - Proven Project Execution Skills - Strong computer skills in productivity applications such as MS Excel, Word and PowerPoint - Organization skills, time management and attention to detail - Excellent analytical and problem-solving skills - Strong oral and written communication skills - Expert in identifying and managing risk in projects

**License/Certifications**

**Travel Requirements**

0%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other

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**JOB TITLE:** Lead Engineer, Dist Strategy Plans

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor Asset Planning, this position is responsible for the leadership and development of the Asset Strategy & Analytics team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations
- Manage the development and implementation of prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning
- Develop (scope and business justifications), prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs. This includes developing asset renewal plans, annual maintenance program plans, prioritization of O&M deficiencies and supporting other key works (e.g. capacity increase, system improvement, grid reliability & resiliency, etc.)
- Develop and implement of various asset strategies/initiatives:
  - Maintenance strategies, such as maintenance routines, sparring strategies, life cycle studies and contingency plans
  - Maintenance compliance program to meet legislative/regulatory requirements
  - Asset-related environmental initiatives, such as avian protection, PCB and SF6 management and spill/leak mitigation
  - Assist in managing corporate risks by developing priorities and financial planning for future O&M and Capital Maintenance Programs
  - Participate in new applications development, including functional requirements, equipment specifications and implementation program development, such as online monitoring and predictive maintenance
  - Participate in project scope development and design reviews
  - Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making
  - Benchmarking studies to identify areas for improvement in the organization
  - Provide input and context to annual business plans and regulatory submissions based on optimized and prioritized short and long-term asset plans, aligned with the business objectives that drive all asset-related Capital and O&M work, budgets and resources
  - Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met
  - Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated
  - Monitor consolidated business metrics to ensure targets are met and identify trends, issues
- Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans
- Ensure appropriate competency and training for staff
- Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Technical knowledge in power flow as well as line and

equipment (design, constructability and applications) - Strong understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis - and associated Electrical & Utility codes - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor of Science Degree in Engineering Preferred Education - Degree in Electrical Engineering

### **Experience**

- Minimum eight (8) years of experience in a Utility Environment Preferred Experience - Previous experience working in Transmission, Substation, and/or Distribution

### **License/Certifications**

- Professional Engineer or Professional Licensee designation.

### **Travel Requirements**

Travels: Yes Percent of time: 30% Overnight required: Yes

### **Physical Demands**

- Stationary Position -Frequently • Pushing/Pulling/Reaching - Seldom • Climb - Seldom • Kneel - Seldom
- Grab - Seldom • Bend - Seldom • Lift/carry over - 10 - 30 LBS • Vision - Vision acuity to operate vehicle
- Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom • Working near or on moving mechanical parts - Seldom • Working near or on heavy machinery - Seldom • Working in high places - Seldom • Exposed to fumes or airborne particles - Seldom • Exposed to toxic or caustic chemicals - Seldom • Frequency of working in outdoor weather conditions - Seldom • Work with Electricity - Seldom • Work with explosives - N/A • Work on or near a source of radiation - N/A • Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Land Surveyor

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Engineering T&S Design, this position is responsible for the leadership and development of the geotechnical & structural surveying team in order to meet strategic deliverables and project targets. The surveying team responsibilities includes surveying for foundations of Line, Telecom and Substation; and site grading for new and upgrading of transmission line and substation facilities; and overall land surveying for T&D facilities. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for land surveying practices in the group and manages escalated issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all land survey work - Optimizes the use of resources across the group and liaisons with the other Engineering Supervisors to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Land Surveyor Groups - Supervises the Surveyors, party chief and surveyor support crews in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with surveyor team to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Land surveys for various T&D projects, including line routing or rerouting and right of ways - Review and support specifications for completeness and consider practical limitations of project scope related to survey work - Coordination of land surveying activities as a member of a multi-disciplinary team of engineers - Lead and support land survey work for seismic, civil and geotechnical projects - Work planning, coordination, and cost estimating - Support and improve civil design drawings - Participate in developing equipment specifications and contractor terms - Follow, develop and improve engineering and project processes and standards - Manages engineering/land surveyor contractors - Provide land surveyor support to field organizations - Provides land surveyor direction to other LUMA team members - Provide cost estimates for land surveying portion of the proposed project - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Geomatics Engineering

#### Experience

- Minimum five (5) years of experience in a Utility Environment - Working knowledge of the Operations groups & the challenges they face day to day - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Proven experience applying sound judgment to make decisions

#### License/Certifications

- Land Surveyors License/Certification

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Geospatial Information

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Information Systems, this position is responsible for development and maintenance of the electrical connectivity model and leadership of GIS clerks. This role requires strong knowledge of electrical systems and network modeling tools as well as strong leadership skills.

**JOB DESCRIPTION:**

- Responsible for ensuring the electrical connectivity model is developed and maintained.
- Responsible for coordinating the maintenance of geospatial data within the geospatial information system (GIS)
- Responsible maintain and enforce GIS procedures
- Initiates process improvements, changes to practices, or recommendations as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by identifying training needs and providing mentorship or training
- Optimizes the use of resources across the group and liaisons with other groups to ensure objectives are met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Geospatial Information group
- Supervises the Technologists in the group, and is actively involved in performance management plans, coaching, development planning and succession planning
- Works with Technologists to ensure, goals are being met
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety, Quality and Environment
- Managing and maintaining relationships with supplier and customer groups within LUMA, including: Engineering, Project Teams, System Planning, Asset Strategy and Analytics, Operations and Maintenance
- Strong knowledge of the electrical system and electrical connectivity
- Knowledge of engineering standards
- Knowledge of network modeling tools
- Knowledge of spatial techniques and data analysis methodologies
- Knowledge of information technologies related to spatial data systems
- Knowledge of utilities, planning, land-use and environmental principles
- Proven leadership skills & ability to nurture/coach people
- Experience supervising employees working in a geospatial industry
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education: - Bachelor's Degree or Technical Diploma in GIS, Geomatics, Cartography or related field  
Preferred Education: - Bachelor's degree in GIS, Mapping and Cartography or related field

**Experience**

Required Experience: - 8+ years' experience with geospatial systems and technology. Preferred Experience: - 8+ years' experience working with geospatial information.

License/Certifications

N/A

Travel Requirements

Travels: No Percent of time: No Overnight required: N/A

Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - Less than 5 LBS - Vision - N/A - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A

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**JOB TITLE:** Program Manager, Contractor Safety & Tech Advisor

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Program Manager, Contractor Safety and Technical Advisor assists with the planning and implementation of LUMA's Contractor Health and Safety Program and providing specialized safety projects advise to the LUMA organization and contractors. The position works to ensure contractor compliance with local, state, and federal rules and regulations including Occupational Safety and Health Administration (OSHA) and Department of Transportation (DOT), reinforcing company safety culture. As advisor, this position will support the HSEQ Directors on specific safety needs across the organization.

**JOB DESCRIPTION:**

- Responsible for ensuring compliance with health and safety regulations, and quality control, on-site and with construction firms (contractors).
- Develops and implements a contractor safety qualification process that aligns with industry best practices and organizational procurement policies.
- Supports contractor initiatives in relation to injury prevention, task assessment, safety communications and regulatory compliance.
- Develops and implements procedures to monitor and assess contractor health and safety performance.
- Identifies areas of opportunities for contractors and develops an action plan to focus on continuous improvement.
- Performs safety surveys and inspections, prepares written reports of findings and recommendations for corrective or preventive measures and follows up to ensure measures have been implemented.
- Supports contractors in incident investigations, assists in identifying possible root causes, and reports findings to company personnel and senior management.
- Adheres to internal standards, policies and procedures.
- Performs other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Safety Management, Safety Engineering, Industrial Hygiene, Occupational Health and Safety, Environmental Sciences, Engineering or a related field from an accredited university or college
- OR - At least 20 years of safety and utility industry experience in lieu of education mentioned above and knowledge of federal, state and local safety laws.

**Experience**

- +20 years in Utility industry

**License/Certifications**

- Certified Safety Professional (CSP) preferred

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on  
heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles -  
Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather  
conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source  
of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including  
weather conditions

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**JOB TITLE:** Filing Specialist, Engineering Records

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Engineering Records, this position is responsible for the Engineering records in order to meet strategic deliverables and project targets. The role will require knowledge of records management, well-rounded technical aptitude, and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for engineering records, including drawings. - Develops, initiates process improvements, and changes to record standards - Ensures engineering records are accurate and up to date - Manages the engineering records process - Monitors consolidated business metrics to ensure targets are met and identify trends, issues. - Maintains relationships with Engineers and with peers within and external to LUMA Electric. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Experience

Required Experience - Minimum three (3) years of experience in a Utility Environment - Strong administrative skills - Proven experience applying sound judgment to make decisions. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. Preferred Education and Experience - Previous experience working in Records Management

License/Certifications

Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Supervisor, Dist Materials

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues. - Initiates process improvements, changes to standards, or recommendations in the field as required. - Monitors consolidated business metrics to ensure targets are met and identify trends, issues. - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work. - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met. - Provides leadership and direction for new initiatives within the group. - Develops and manages the strategic application of human resources within the Engineering Groups. - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning. - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated.
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric. - Supports long-range financial planning within the groups considering customer, community and employee growth expectations. - Proven ability to manage and resolve conflict. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Proven leadership skills & ability to nurture/coach professionals & field employees. - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications. - Strong business knowledge in the utility & regulated environment. - Working knowledge of our Operations groups & the challenges they face day to day. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering. Preferred Education - Bachelor of Science Degree in Electrical Engineering.

**Experience**

Required experience - Minimum eight (8) years of experience in a Utility Environment. - Proven experience applying sound judgment to make decisions. Preferred experience - Previous experience working in Distribution.

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Supervisor, Dist Standards

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues. - Initiates process improvements, changes to standards, or recommendations in the field as required. - Monitors consolidated business metrics to ensure targets are met and identify trends, issues. - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work. - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met. - Provides leadership and direction for new initiatives within the group. - Develops and manages the strategic application of human resources within the Engineering Groups. - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning. - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated.
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric. - Supports long-range financial planning within the groups considering customer, community and employee growth expectations. - Proven ability to manage and resolve conflict. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Proven leadership skills & ability to nurture/coach professionals & field employees. - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications. - Strong business knowledge in the utility & regulated environment. - Working knowledge of our Operations groups & the challenges they face day to day. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering. Preferred Education - Bachelor of Science Degree in Electrical Engineering.

**Experience**

Required experience - Minimum eight (8) years of experience in a Utility Environment. - Proven experience applying sound judgment to make decisions. Preferred experience - Previous experience working in Distribution.

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors.

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Supervisor, Dist Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues. - Initiates process improvements, changes to standards, or recommendations in the field as required. - Monitors consolidated business metrics to ensure targets are met and identify trends, issues. - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work. - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met. - Provides leadership and direction for new initiatives within the group. - Develops and manages the strategic application of human resources within the Engineering Groups. - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning. - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated.
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric. - Supports long-range financial planning within the groups considering customer, community and employee growth expectations. - Proven ability to manage and resolve conflict. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Proven leadership skills & ability to nurture/coach professionals & field employees. - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications. - Strong business knowledge in the utility & regulated environment. - Working knowledge of our Operations groups & the challenges they face day to day. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering. Preferred Education - Bachelor of Science Degree in Electrical Engineering.

**Experience**

Required experience - Minimum eight (8) years of experience in a Utility Environment. - Proven experience applying sound judgment to make decisions. Preferred experience - Previous experience working in Distribution.

#### License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Line Engineering Design

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, T&S Engineering, this position is responsible for the leadership and development of a Transmission Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor of Science Degree in Engineering Preferred: Degree in Electrical Engineering

**Experience**

Minimum eight (8) years of experience in a Utility Environment. Proven experience applying sound judgment to make decisions. Preferred: Previous experience working in Transmission

**License/Certifications**

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Line Engineering Standards  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, T&S Standards & Materials, this position is responsible for the leadership and development of a Transmission Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering

Experience

Minimum eight (8) years of experience in a Utility Environment. Previous experience working in Transmission

License/Certifications

Required Licenses/Certifications: - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred Licenses/Certifications: - Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels: Yes Percent of time: 30%

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Substation Engineering Design

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, T&S Engineering, this position is responsible for the leadership and development of a Substation Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor of Science Degree in Engineering Preferred: Bachelor of Science Degree in Electrical Engineering

**Experience**

Minimum eight (8) years of experience in a Utility Environment. Preferred: Previous experience working in Substation.

**License/Certifications**

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom

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**JOB TITLE:** Supervisor, Substation Project Engineer  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, T&S Engineering, this position is responsible for the leadership and development of a Substation Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering

Experience

- Minimum eight (8) years of experience in a Utility Environment. Previous experience working in Substation.

License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels: Yes Percent of time: 30%

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom

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**JOB TITLE:** Supervisor, Materials

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor Quality Control is responsible for the leadership and development of a T&S Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiate process improvements, changes to standards, or recommendations in the field as required - Monitor consolidated business metrics to ensure targets are met and identify trends, issues - Ensure competency of staff by ensuring there is professional responsibility for all Engineering work - Optimize the use of resources across the group and liaise with the other Supervising Engineers to ensure operational and strategic targets can be met - Provide leadership and direction for new initiatives within the group - Develop and manage the strategic application of human resources within the Engineering Groups - Strong leadership skills and ability to coach professionals and field employees. Supervise the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Work with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Use strong interpersonal and relationship development skills to manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric
- Support long-range financial planning within the groups considering customer, community and employee growth expectations - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility and regulated environment - Working knowledge of Operations groups and the challenges they face day-to-day - Strong verbal and written communication skills with the ability to manage and resolve conflict
- Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering - Degree in Electrical Engineering

**Experience**

- Minimum eight (8) years of experience in a Utility environment applying sound judgment in decision-making - Previous experience working in Transmission and Substation

**License/Certifications**

- Professional Engineer or Professional Licensee designation. - Valid driver's license

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - Seldom

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**JOB TITLE:** Director, Dist Engineering and Compliance

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Utility Transformation, this position is responsible for the leadership and development of the Distribution Engineering team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Utility Transformation Directors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Groups
- Leads the Distribution Engineering team, and is actively involved in performance management plans, coaching, and succession planning
- Works with engineering managers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Directors and Managers in the field and with peers within and external to LUMA Energy
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, T&S design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Provide oversight to engineering organization to ensure LUMA engineering organization is in compliant with Puerto Rico Engineering Practices

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree Engineering - Preferred: Bachelor of Science Degree in Electrical Engineering

**Experience**

- Minimum twelve (12) years of experience in a Utility Environment - Preferred: Previous experience working in Distribution

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors -

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Director, Streetlighting

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Utility Transformation, this position is responsible for the leadership and development of the Distribution Engineering team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Utility Transformation Directors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Groups
- Leads the Distribution Engineering team, and is actively involved in performance management plans, coaching, and succession planning
- Works with engineering managers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Directors and Managers in the field and with peers within and external to LUMA Energy
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, T&S design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree Engineering - Preferred: Bachelor of Science Degree in Electrical Engineering

Experience

- Minimum twelve (12) years of experience in a Utility Environment - Preferred: Previous experience working in Distribution

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors -

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Dist Engineering Design

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Supervising Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Supervising Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Managers in the field and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree Engineering - Preferred Education: - Bachelor of Science Degree in Electrical Engineering -

**Experience**

Required Experience - Minimum twelve (12) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. Preferred Experience - Previous experience working in Distribution

#### License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Dist Standards and Materials  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Distribution Engineering, this position is responsible for the leadership and development of a Distribution Engineering team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues - Initiates process improvements, changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Engineering Groups - Supervises the Supervising Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Supervising Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Managers in the field and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree Engineering - Preferred Education: - Bachelor of Science Degree in Electrical Engineering -

**Experience**

Required Experience - Minimum twelve (12) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. Preferred Experience - Previous experience working in Distribution

#### License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Section Manager, Renewable Integration

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Utility Transformation, this position is responsible for the leadership and development of the Distribution Engineering team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Utility Transformation Directors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Groups
- Leads the Distribution Engineering team, and is actively involved in performance management plans, coaching, and succession planning
- Works with engineering managers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Directors and Managers in the field and with peers within and external to LUMA Energy
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, T&S design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree Engineering - Preferred: Bachelor of Science Degree in Electrical Engineering

Experience

- Minimum twelve (12) years of experience in a Utility Environment - Preferred: Previous experience working in Distribution

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors -

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Section Manager, Standards

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, Utility Transformation, this position is responsible for the leadership and development of the Distribution Engineering team in order to meet strategic deliverables and project targets. The role will require strong leadership skills, well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Utility Transformation Directors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group
- Develops and manages the strategic application of human resources within the Engineering Groups
- Leads the Distribution Engineering team, and is actively involved in performance management plans, coaching, and succession planning
- Works with engineering managers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Directors and Managers in the field and with peers within and external to LUMA Energy
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, T&S design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree Engineering - Preferred: Bachelor of Science Degree in Electrical Engineering

Experience

- Minimum twelve (12) years of experience in a Utility Environment - Preferred: Previous experience working in Distribution

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors -

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Safety and Technical Training Specialist

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Safety and Technical Training Specialist designs and conducts company Safety, Health, Environmental and Technical training programs. Monitors and reports the effectiveness of the Safety, Health, Environmental and Technical training on employees during the orientation period and for career development.

**JOB DESCRIPTION:**

- Responsible for creating Safety, Health, Environmental and Technical courses content, designing presentations and creating job manuals, job aids and other materials to ensure the trainees effectively learn the material.
- Identifies training needs and training gaps in the organization through surveys, interviews with employees, focus groups, and/or consultation with managers, instructors or Operations management.
- Provides inputs to the Safety, Health, Environmental and Technical Training Strategy and the development of specific Safety Health & Environmental training development plans.
- Presents information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Schedules classes based on availability of classrooms, equipment, and instructors.
- Organizes and develops, or obtains, training procedure manuals and guides and course materials such as handouts and visual materials.
- Monitors the best practice in the Safety, Health, Environmental and Technical training area and introduces it in the organization.
- Cooperates with the external training vendors and delivers tailored Safety, Health, Environmental and Technical training programs, and courses.
- Builds a network of internal trainers and organizes regular Train the Trainer Safety, Health, Environmental and Technical sessions.
- Evaluates the quality of Safety Health, Environmental and Technical training courses and implements improvements.
- Oversees and ensure the highest quality of delivered training sessions by external vendors.
- Monitors, evaluates and records training activities and program effectiveness.
- Maintains current development in the area of expertise by reading current journals, books and magazine articles.
- Liaison with LUMA Training Coordinators and working closely on curriculum, needs, gaps, scheduling, etc.
- Performs other duties as assigned.
- Perform major storm restoration work and associated drills as assigned
- Ability to establish, build and maintain effective relationships with Operations and represent the company in a public forum.
- Ability to develop, update and manage workplace safety programs, procedures and policies.
- Excellent verbal and written communication skills.
- Ability to speak in front of large groups.
- Strong ability to influence.
- Ability to organize and manage multiple tasks and initiatives simultaneously.
- Ability to establish and grow working relationships with leaders throughout the organization and especially those in the client groups.
- Communication Skills: Advanced/Highest level of knowledge required
- Mathematical Skills: Basic level of knowledge required
- Reasoning Skills/Abilities: Intermediate level required
- Computer Skills: Intermediate to advanced user level proficiency in MS Office Applications (Word, Excel, PowerPoint)

**REQUIREMENTS**

Education

- Bachelor's degree in one of the disciplines: Safety, Environmental, Education, Training or Human Resources

#### Experience

- 8 years of experience. Preferred - 8 years in Training with a Power or Utility company or industrial manufacturing - Substitute for Education: 10 years in training instruction

#### License/Certifications

- Certified OSHA 500 - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 80% Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - Choose an item. - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions

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**JOB TITLE:** Contract Administrator, Contract Administration

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Contract Administration, this position is responsible for actively handling Contract Administration work in support of Projects. This role is responsible for ensuring contracts are administered and managed within defined standards and consistent LUMA practices.

**JOB DESCRIPTION:**

- Responsible for coordination, administration & monitoring of contracts, resolving conflicts with vendors and closing out Contracts - Act as a mainline point of contact for project teams for the development and execution of contracts - Ensure timely payment of invoices, change orders approvals and contract completion - Check and monitor outgoing contract management reports and documentation to ensure they meet core internal criteria & consistency - Responsible for providing deliverables to the PM and others when requested and for providing strategic support on Contracting initiatives - Responsible for managing workloads & monitoring delivery timelines & for the quality of completed contract deliverables
- Contract management or Supply Chain Management training and experience would be considered an asset - Knowledge of applicable Municipal, State, and Federal Legislation. Knowledge and understanding of US and Canada Contract Law, Contract Composition, Contract Claims - Excellent organizational, communication, interpersonal and leadership skills. Assertive and ability to deal with difficult and demanding customers - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Undergraduate Degree Program, Business degree program, Degree Law program, Supply Chain Program, college diploma, or technical institute certificate. Settlement, and Dispute Resolution is required

**Experience**

Minimum 3 years of Contract Management experience a utility or EPC environment

Experienced in Contract Change management and conflict resolution and taking part, supporting and preparing evidences for contract resolution adjudication processes is required.

Experience with value Engineering, Procurement, Construction and Commissioning Contracts (EPCC) both fixed and variable rate contract is required.

**License/Certifications**

Valid Driver's License

**Travel Requirements**

10%

Physical Demands

Stationary Position: Constantly

Pushing/ Pulling/ Reaching: N/A

Climb: N/A

Kneel: Seldom

Grab: Seldom

Bend: Seldom

Lift/ Carry over: Less than 5 LBS

Vision: 20/20 Corrected Vision

Hearing: Receive detailed information if spoken to

Working Conditions-

Wet or humid: N/A

Working near or on moving mechanical parts: N/A

Working near or on heavy machinery: N/A

Working in high places: N/A

Exposed to fumes or airborne particles: N/A

Exposed to toxic or caustic chemicals: N/A

Frequency of working in outdoor weather conditions: N/A

Work with electricity: N/A

Work with explosives: N/A

Work on or near a source of radiation: N/A

Loud Noise conditions (above 87 db): N/A

Other environmental factors including weather conditions: N/A

Other:

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**JOB TITLE:** Supervisor, Information Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Asset Information Systems, this position is responsible for maintaining accurate, up to date information on our electrical system assets in our Asset Information Registry and for the leadership and development of Asset Information Clerks.

**JOB DESCRIPTION:**

- Responsible for collecting asset information from other groups within the organization and assigning it to Clerks for entry into the asset information registry - Responsible for data entry practices in the group and manages non-standard requests - Initiates process improvements, changes to practices, or recommendations as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by identifying training needs and providing mentorship - Optimizes the use of resources across the group and liaisons with other groups to ensure objectives are met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Asset Information group - Supervises the Clerks in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Clerks to ensure, goals are being met - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety, Quality and Environment - Managing and maintaining relationships with supplier and customer groups within LUMA, including: Engineering, Project Teams, System Planning, Asset Strategy and Analytics, Operations and Maintenance - Proven leadership skills & ability to nurture/coach people - Strong knowledge of LUMA's current asset information technology - Strong knowledge of asset information management - Working knowledge of electrical system assets - Proven experience applying sound judgment to make decisions - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor's Degree in Engineer or Computer Science.

Experience

At least 8 years of utility experience. Experience in a Utility Environment. Preferred: Previous experience working in Distribution/Transmission

License/Certifications

NA

Travel Requirements

Travels: No Percent of time: Overnight required: N/A

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - 10-30 LBS - Vision - N/A - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A

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**JOB TITLE:** DOT Compliance Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Accountable for the development and implementation of a company-wide DOT compliance program. This position will have direct involvement with the DOT compliance department. In addition, the candidate will also be responsible for all facets of DOT regulatory compliance including auditing of and compliance to all DOT regulatory functions across all lines of business. This candidate will represent the company at industry organizations/functions and will be responsible for the implementation of regulatory changes at Puerto Rico and Federal levels.

**JOB DESCRIPTION:**

- Responsible for assisting the Manager of Training, OQ, Department of Transportation & Safety Administration in ensuring compliance in driver qualification and maintenance of DOT-required compliance records for all commercial drivers. Compliance Safety Accountability (CSA) score monitoring and reporting. Responsible for uploading completed employee paperwork to DQ database - Maintain a working knowledge of DOT and Federal Motor Carrier Safety Administration regulations - Monitor and maintain all Hours of Service records. Manage and maintain all Driver Qualification Files in a secure and confidential manner. Review and process all driver qualification documentation for accuracy and completeness. Track all driver credentials and send renewal notification reports to Operations - Conduct new driver training. Complete all driver safety performance history checks - Facilitate Management Review Calls for failed driver/vehicle inspections - Performs customer service functions by answering employee requests and questions with the departmental phone and communications systems - Compose DOT-related regulatory communications. Generate, review, and distribute reports on a designated basis. Other clerical duties and special projects as assigned - Maintains confidentiality of all employee and company information. - Well-developed communication, interpersonal skills, customer service and problem-solving skills and ability to multi-task - Proficient in Microsoft Office: including Word, Excel, and PowerPoint - Ability to adjust to changing priorities and circumstances, operate independently, self-manage projects and job assignments, prioritize workflow to meet timelines - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Highschool Diploma or GED

Experience

- Two to five years of related experience or familiar with American National Standards Institutional regulations and Department of Transportation regulations. - Office professional or departmental support role experience

#### License/Certifications

Valid drivers license with a clean driving record

#### Travel Requirements

30%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Section Manager, Construction

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, this is a leadership position responsible for the overall management, supervision, coordination and administration of all construction work on LUMA transmission or distribution projects. This position supports LUMA through the planning and delivery of the execution phase of new capital projects and is responsible for the effective planning and assigning appropriate LUMA resources.

**JOB DESCRIPTION:**

- Responsible for all construction planning, monitoring, supervising and reporting for the Construction group as required. - Responsible for assigning construction resources to projects for execution, including managing interfaces with other departments and contractors during construction and ensuring that all Project deliverables are completed. - Evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the Company. - Provide daily direction and mentorship to construction resources to ensure that Processes, Procedures, Quality, Assurance and inspection programs are being adhered to. - Provide support to incident investigation as and when required. - Ability to effectively communicate with all levels of the organization. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Proven skills in Project Execution and Contractor Management. Assertive and ability to deal with difficult and demanding customers. Excellent problem solving and decision-making abilities. Demonstrated professionalism and interpersonal skills with the ability to establish excellent working relationships. Superior analytical, problem solving, audit and investigation skills. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor of Science, Engineering, Business, or technical institute.

**Experience**

- Minimum of 10 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components.

**License/Certifications**

- Valid Driver's License and First Aid Training is required.

**Travel Requirements**

- 50%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Director, Metering

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President of Utility Transformation this position is responsible for overseeing a staff of Managers in the metering department. This is a senior position within the utility, and it's expected that this individual will participate in meetings with various department heads while frequently conveying information to utility leadership.

**JOB DESCRIPTION:**

- Responsible for all aspects of metering and AMI planning and operation at the utility - Develop targets for metering department and all Managers within metering department - Develop targets to improve metering installation/testing/service efficiency and business impact - Develop targets to improve AMI performance and functionality - Lead thoughtful planning and development of holistic data gathering operation & utilization - Lead appropriate inventory initiatives to ensure an adequate supply of metering supplies - Lead the development of annual group performance and business objectives - Develop individual performance objectives and monitor results - Mentor through coaching, counseling, on the job training and supervision - Evaluate individual performance of direct reports and provide feedback - Counsel Individuals on development needs and methods - Lead and administer teams' vacation, training, functional back-up, succession planning, budget and workload distribution - Resolve and mitigate interpersonal issues - Interview and select new and replacement team members, as required - Contribute to the Metering team Business Continuity Plan and ensure team is ready to enact BCP - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Responsible for the development and implementation of a comprehensive annual safety leadership plan for the department - Proven leadership skills & ability to nurture/coach professionals & field employees - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- A combination of education and experience will be considered. - - Required Education - Bachelor of Science Degree in Engineering or Business - - Preferred Education - Technical degree in a skilled trade - Master's degree in Business or applicable major -

**Experience**

- Required Experience - Minimum fifteen (15) years of experience in a Utility Environment - - Preferred Experience - Previous experience working in Metering/AMI/Linework -

**License/Certifications**

**Travel Requirements**



- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Retirement Plans Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for successful support and administration of the company retirement plans: 401(K) and senior management deferred compensation plan (as required). Provides input in the plan design and improvement to ensure compliance and alignment with the overall goal of the Total Rewards Group.

**JOB DESCRIPTION:**

- Researches, analyzes, administers and maintains company 401(K) retirement plan - Advises employees on eligibility, coverage, and other 401(K) retirement plan matters - Functions as a liaison between vendors, HR, employees and Operational Units - Provides support to Operating Units in a variety of 401(K) related functions - Compiles and maintains 401(K) related records and documents - Researches and works with record keeper to investigate and correct processing issues in accordance with regulations - Researches and works with record keeper and participants to resolve participants issues - Researches and resolves non-routine problems - Supports retirement group regarding work pertaining to plan documents and amendments, quarterly internal audit, annual plan audit, year-end testing and preparation of annual 5500 Form - Administers participant loans in compliance with Plan requirements - Assist in developing employee communications for participation solicitation, changes in regulations, processing or other important information - Enforces policies and procedures to ensure accuracy of the gathering, validation and integration of data necessary to support retirement plan - Produces and maintains a variety of reports and queries utilizing appropriate reporting tools - Seeks opportunities for process improvement and efficiencies - Stays abreast of applicable 401(K) legislation - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- High school diploma or equivalent Preferred: - Bachelor's degree (4-year college degree)

Experience

- Minimum of 3-5 years of experience with 401(k) benefits and administration - Or 6+ years of experience in benefits or 401(K) plan administration. - 1-3 years of experience with 401(k) benefits and administration.

License/Certifications

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Process Analyst, Process and Gap Analysis

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Process Analyst, Process & Gap Analysis is responsible for evaluating, documenting, and improving end to end Customer Experience business processes and support optimization of processes across functional areas and with other departments. Responsibilities include documenting activities for each business process improvement initiative, evaluating and analyzing current processes to identify gaps and areas of improvement, and developing and implementing processes and quality metrics.

**JOB DESCRIPTION:**

- Research and analyze existing documentation for key processes such as business requirements, business policies & procedures, business processes, performance metrics, operational performance data, and training material by checking existing document repositories and interviewing and requesting documentation.
- With a strong customer focus, support the analysis of the “as-is” process for failures by investigating known quality problems, process performance issues and input from stakeholders.
- Identify and understand opportunities for improvement by analyzing existing business documentation and performance along with identifying gaps in the required documentation against existing policy and procedure and/or legislation. This includes documentation of “as-is” processes, understanding complex business processes and financial impacts of changes. Recognize opportunities to leverage IT (Information Technology) systems to improve processes and gain efficiencies.
- Organize and schedule data gathering activities including document research, interviews, side-by-side sessions, etc. Facilitate meetings with a wide variety of stakeholders with varying interests.
- Document current and proposed future state business policies, procedures, and processes using standard methods and templates.
- Coordinate with Policy & Process Writers to document future state business policies, procedures, and processes.
- Collaborate with business analysts and change management to effectively roll out the changes by providing input into operational processes, training materials and change management plans.
- Work with the Customer Service Quality Assurance Team to create quality and performance measures to manage and report ongoing performance of the processes, policies, and procedures.
- Implement process quality metrics and perform validation by engaging subject matter experts to test the procedures.
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint, Vision).
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Perform other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 6+ Years of experience in process improvement, training, or similar position. - Experience in a customer service environment with a focus on providing a positive customer experience. - Knowledge of and experience with customer service business processes including service orders, billing, payments, and credit & collections. - Knowledge of and experience with systems that support the business processes such as customer information & billing systems, work management systems, workforce management systems, process quality metrics, and reporting. - Knowledge of and experience with quality and process improvement methodologies. Preferred: - >11 years of experience in Customer Experience process improvement - Quality Designation (Six Sigma, LEAN)

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operate vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Litigation Counsel

**DEPARTMENT:** Executive Group

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

LUMA Senior Counsel will advise the Company on all litigation, including claims, demands, settlements, and disputes related to the business and is responsible for handling any litigation for LUMA before municipal, state, and federal agencies and any related appeals in the courts. This position reports to the LUMA Director of Litigation.

**JOB DESCRIPTION:**

- Represent the Company before Commonwealth and federal agencies regulating the energy transmission and distribution industry in Puerto Rico, including - state courts such as the Superior Court, Appellate Court and Supreme Court - federal courts such as the Puerto Rico Bankruptcy Court and the Federal District Court of Puerto Rico - administrative forums such as OSHA, Puerto Rico OSHA (PROSHA), Puerto Rico Energy Bureau (PREB), Puerto Rico Department of Transportation, among others. - Conduct legal research related to Company's litigation claims. - Draft legal documents, including briefs, motions, pleadings, responses etc. - Draft and manage legal holds and demand letters. - Conduct internal investigations, partner with investigators on strategy and witness interviews, and review documents. - Make recommendations to the Company's business leaders based on the findings of the investigations, including evaluation of damages and any compensation owed. - Provide legal support as needed. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree from an accredited university - Juris Doctor from an accredited university

Experience

Required - Admitted to the practice of law in the Commonwealth of Puerto Rico - Admitted to the practice of law in the U.S. District Court for the District of Puerto Rico - Fully Bilingual (English/Spanish) Preferred - Knowledge of Puerto Rico energy laws and regulations - General understanding of environmental requirements applicable to transmission and distribution industry in Puerto Rico - Experience investigating and/or advising on investigations of utility and/or energy related claims - Experience working hands-on independently and in a team - Experience litigating utility and energy-related matters

License/Certifications

Travel Requirements

- Yes, 10% of time - Overnight: Yes

Physical Demands

- Fixed position: constantly - Push / Pull / Extend to reach something: Frequently - Climb: Rarely - Kneel: Rarely - Grab: Rarely - Back bending: Rarely - Lift / Carry Weight: 31-50 LBS - Sight: Visual acuity sufficient to operate a vehicle - Hearing: Being able to hear and understand detailed information if someone speaks to you

#### Working Conditions

- Wet or humid environment: Rarely - Work near or on moving mechanical parts: N / A - Work near or on top of heavy machinery: N / A - Work in elevated places: N / A - Exposure to airborne vapors or particles: N / A - Exposure to toxic or caustic chemicals: N / A - Working outdoors during bad weather: Rarely - Working with electricity: N / A - Work with explosives: N / A - Work on or near a radiation source: N / A - High noise conditions (more than 87 dB): N / A - Other environmental factors, including bad weather:

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**JOB TITLE:** Sr Mechanic

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is skilled labor that involves the application of automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment installed in said units, including hydraulic systems. Receive instructions from the supervisor, who reviews the work to make sure it conforms to established regulations and procedures.

**JOB DESCRIPTION:**

- Repair gasoline pumps and carburetors, including disassembling, cleaning, checking parts for wear or damage, replacing parts, and assembling or replacing said components
- Repair automatic and standard transmissions such as: cleaning, disassembly, inspection of parts to determine damage or wear, replacement or repair of parts, assembly and adjustments and connections of the same
- Repair shafts and differentials such as: adjustment of nuts, rivets of sprockets, drive shafts, replacement of ball, tapering and satellite boxes, and hydraulic auxiliary steering systems
- Repair and adjust special equipment, such as: ground drillers, hydraulic cranes, rotation ladders, hydraulic baskets, and similar equipment
- Test and repair vehicle electrical components, such as: generators, alternators, voltage regulators, starters, electric horns, windshield wiper motors, and other electrical components, by using voltage and amperage testing equipment and appropriate tools
- Cut around generator and starter electrical switches. Turn and grind engine cylinders to precise sizes and adjust the pistons for each cylinder. Turn drums and grind brake cylinders when necessary
- Install special equipment in trucks using electrical and autogenous welding equipment and tools such as: forges, anvils, chop blocks, chisels, sledgehammers and other similar tools
- Fill out the inspection sheets for vehicles according to the maintenance program
- Drive heavy vehicles to perform duties or to be repaired in another workshop, such as tow truck to tow vehicles and other mechanical equipment
- Inspect the assigned vehicle before departure, make minor repairs in cases of unforeseen situations, such as: changing tires and inform the supervisor about defects or damage you have observed in the vehicle such as lack of horn, lights, spare tire and plates; loose brakes and worn tires
- Inspect, maintain and repair vehicles and special equipment installed in said units, including hydraulic and aerial equipment. Examine and repair automatic and standard transmissions.
- Inspect and repair brakes, shock absorbers, springs, universal joints, front axle, cooling systems and so forth.
- Delegate, direct, and verify the work of three to five employees
- Experience with basic Microsoft Office programs, and ability to use a FMIS Fleet Management Information System to input and research maintenance history information as needed
- Self starter and detail oriented individual
- Good Welding and Fabricating skills. Ability to read and interpret schematics and blueprints
- Follow all policies and procedures
- Perform major storm restoration work and associated tasks as assigned.
- Other duties as assigned.

**REQUIREMENTS**

Education



Highschool Diploma or GED

#### Experience

Required: Hydraulic Experience Exam Requirements (passed the following exam required for this position): - General Skills - Department of Transportation Defensive Driving - Medical Examination  
Preferred: 7 years of experience in the tasks performed as an Automotive Technician

#### License/Certifications

Required: - Have a CDL Class A or Heavy Class 8- 9 license to drive heavy vehicles. - Hold a Gasoline or Diesel Automotive Technician's license issued by the Puerto Rico Automotive Technician Examining Board.  
- Clean Driving Record Preferred: - Hold an HVAC Certification - Hold a Fluid Power Hydraulics Certification.  
- ASE Certification (T-Series 1-8)

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Sr Mechanic, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is skilled labor that involves the application of automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment installed in said units, including hydraulic systems. Receive instructions from the supervisor, who reviews the work to make sure it conforms to established regulations and procedures. We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Monacillos - Río Piedras - Carolina - Canóvanas

**JOB DESCRIPTION:**

- Repair gasoline pumps and carburetors, including disassembling, cleaning, checking parts for wear or damage, replacing parts, and assembling or replacing said components
- Repair automatic and standard transmissions such as: cleaning, disassembly, inspection of parts to determine damage or wear, replacement or repair of parts, assembly and adjustments and connections of the same
- Repair shafts and differentials such as: adjustment of nuts, rivets of sprockets, drive shafts, replacement of ball, tapering and satellite boxes, and hydraulic auxiliary steering systems
- Repair and adjust special equipment, such as: ground drillers, hydraulic cranes, rotation ladders, hydraulic baskets, and similar equipment
- Test and repair vehicle electrical components, such as: generators, alternators, voltage regulators, starters, electric horns, windshield wiper motors, and other electrical components, by using voltage and amperage testing equipment and appropriate tools
- Cut around generator and starter electrical switches. Turn and grind engine cylinders to precise sizes and adjust the pistons for each cylinder. Turn drums and grind brake cylinders when necessary
- Install special equipment in trucks using electrical and autogenous welding equipment and tools such as: forges, anvils, chop blocks, chisels, sledgehammers and other similar tools
- Fill out the inspection sheets for vehicles according to the maintenance program
- Drive heavy vehicles to perform duties or to be repaired in another workshop, such as tow truck to tow vehicles and other mechanical equipment
- Inspect the assigned vehicle before departure, make minor repairs in cases of unforeseen situations, such as: changing tires and inform the supervisor about defects or damage you have observed in the vehicle such as lack of horn, lights, spare tire and plates; loose brakes and worn tires
- Inspect, maintain and repair vehicles and special equipment installed in said units, including hydraulic and aerial equipment. Examine and repair automatic and standard transmissions.
- Inspect and repair brakes, shock absorbers, springs, universal joints, front axle, cooling systems and so forth.
- Delegate, direct, and verify the work of three to five employees
- Experience with basic Microsoft Office programs, and ability to use a FMIS Fleet Management Information System to input and research maintenance history information as needed
- Self starter and detail oriented individual
- Good Welding and Fabricating skills. Ability to read and interpret schematics and blueprints
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Highschool Diploma or GED

### **Experience**

- 7 years of experience in the tasks performed at the Automotive Mechanic-B level - Exam Requirements (passed the following exam required for this position): - General Skills - Defensive driving Department of Transportation - Medical Examination

### **License/Certifications**

- Have a Category 8-9 license to drive heavy vehicles. - Hold an Automotive Technician's license issued by the Puerto Rico Automotive Technician Examining Board. - Hold an HVAC Certification - Be a member of the College of Automotive Technicians and Mechanics of Puerto Rico. - ASE Certification (T-series 1-8) desired

### **Travel Requirements**

20%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Gasoline Mechanic, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is skilled labor that involves the application of automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment installed in said units, including hydraulic systems. Receive instructions from the supervisor, who reviews the work to make sure it conforms to established regulations and procedures.

**JOB DESCRIPTION:**

- Repair gasoline pumps and carburetors, including disassembling, cleaning, checking parts for wear or damage, replacing parts, and assembling or replacing said components - Repair automatic and standard transmissions such as: cleaning, disassembly, inspection of parts to determine damage or wear, replacement or repair of parts, assembly and adjustments and connections of the same - Repair shafts and differentials such as: adjustment of nuts, rivets of sprockets, drive shafts, replacement of ball, tapering and satellite boxes, and hydraulic auxiliary steering systems - Repair and adjust special equipment, such as: ground drillers, hydraulic cranes, rotation ladders, hydraulic baskets, and similar equipment - Examine and repair automatic and standard transmissions - Test and repair vehicle electrical components, such as: generators, alternators, voltage regulators, starters, electric horns, windshield wiper motors, and other electrical components, by using voltage and amperage testing equipment and appropriate tools - Cut around generator and starter electrical switches. Turn and grind engine cylinders to precise sizes and adjust the pistons for each cylinder. Turn drums and grind brake cylinders when necessary - Install special equipment in trucks using electrical and autogenous welding equipment and tools such as: forges, anvils, chop blocks, chisels, sledgehammers and other similar tools. - Fill out the inspection sheets for vehicles according to the maintenance program. - Drive heavy vehicles to perform duties or to be repaired in another workshop, such as a tow truck to tow vehicles and other mechanical equipment - Inspect the assigned vehicle before departure, make minor repairs in cases of unforeseen situations, such as: changing tires and inform the supervisor about defects or damage you have observed in the vehicle such as lack of horn, lights, spare tire and plates; loose brakes and worn tires. Inspect, maintain and repair vehicles and special equipment installed in said units, including hydraulic and aerial equipment. Inspect and repair brakes, shock absorbers, springs, universal joints, front axle, cooling systems and so forth - Good Computer skills with basic Microsoft Office programs, and ability to use a FMIS Fleet Management Information System to input and research maintenance history information as needed. - Good Welding and Fabricating skills. Ability to read and interpret schematics and blueprints - Follow all policies and procedures. - Self-starter and detail oriented. - Perform major storm restoration work and associated tasks as assigned. - Other duties as assigned

**REQUIREMENTS**

Education

Highschool Diploma or GED

## Experience

Exam Requirements (passed the following exam required for this class): - General Skills - Defensive Driving DOT - Medical Examination Preferred: One year of experience in the tasks performed at the Automotive Mechanic-Apprentice.

## License/Certifications

Required: - Have a CDL Class A or Heavy Class 8- 9 license to drive heavy vehicles. - Hold an Automotive Technician or Gasoline Mechanic license issued by the Puerto Rico Automotive Technician Examining Board. - Clean Driving Record Preferred: - Hold an HVAC Certification - ASE Certification (T-Series 1-8)

## Travel Requirements

20%

## Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

## Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Scheduler, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Scheduler is responsible for the prioritization, aggregation, bundling, and scheduling of the work to field resources based on availability, competency and job requirements. Understanding employee abilities, internal and external influences, work type, service targets, deadlines and customer in-service dates, the Scheduler assumes a leading role in the assessment, prioritization, identification of efficiencies and opportunities to optimize field resources and equipment when scheduling work.

#### **JOB DESCRIPTION:**

- Receives work and resource requests from various stakeholders; compiles all requests, reviews the timelines or complete by dates, develops a schedule and completes assignment in consultation with Supervisors.
- Ongoing communication with multiple functional groups to aggregate work, understand scope, constraints, resources, targeted milestones and scheduling requirements of all work requiring field resources and equipment.
- Use various computer programs to best determine the location, availability, ability, workload, and skill of resource individuals to quickly determine the feasibility of assigning work.
- Receives, processes and schedules and responds to all internal customer requests and inquiries against specific criteria, urgency, resource availability and work aggregation.
- Maintains current work schedule and actively monitors real time data for scheduling purposes, aggregation opportunities and meeting of deadlines.
- Adjusts schedules and assignments to align with verified and approved solutions.
- Resolves scheduling conflicts and provides input if third party contracting is required.
- Resource and equipment planning short term and long term in comparison to workload.
- Ensure efficient use of resources and equipment while assigning work based on scope requirements, competencies, appropriate crew size and availability.
- Analyze and identify when shift adjustments are required for field resources to meet job requirements to the supervisors.
- Analyze and identify any risk associated with meeting priorities and project deadlines to Operations Supervisors, provide potential solutions.
- Plans resource commitments in accordance to seasonality of the work such as storm season, vacation season, etc.
- Prepare data reports for various departments, which include forecasting of resources and work, information to identify peaks and valleys in field work.
- Regularly communicate with field resources and identify gaps related to process, training, work practices, equipment and resources.
- Acting as a change agent and supporting the corporation's initiatives and goals, identify ways the Scheduling team can grow and improve.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned

#### **REQUIREMENTS**

##### **Education**

- Must have high school Diploma with some level of post-high school training, courses, etc.

##### **Experience**

- 5 years experience in a similar position working with field staff in a utility or construction environment.

#### License/Certifications

- Technical courses or certifications will be considered an asset.

#### Travel Requirements

5%

#### Physical Demands

- Stationary Position: Constantly - Pushing / Pulling / Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift / Carry: Seldom, up to 20lbs - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

- Wet or Humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Occasionally - Work with electricity: Occasionally - Work with explosives: Seldom - Work on or near a source of radiation: Seldom - Loud noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other: N/A

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**JOB TITLE:** Supervisor, Service Order, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor is accountable for the day-to-day operations through optimal deployment of resources and for overseeing construction planning, resources (LUMA Power Lineworkers Construction and Operations personal, contractors, and equipment), tendering, contracting and contractor management. The Supervisor Service Order will ensure the 24/7 operations and construction, are built and maintained to the highest standard, deliver exceptional customer service, high level of reliability and completed on schedule and within budget, in a safe and environmentally responsible manner. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment.
- Acts as a champion to develop a Top Quartile Safety culture within their teams. Lead by example through personal demonstration of HS&E best practices on a daily basis.
- Ensures that regular safety meetings are held in all locations
- Manages, monitors and controls the costs and expenditures relative the approved budget accountability to ensure financial targets are met and variances are recorded with explanations.
- Supports Regional Manager in resource planning and management to ensure adequate manpower, equipment and resources are available to meet all operational needs.
- Authorizes or supervises the authorization of local time sheets, expense accounts, invoices, tool and material requisitions to ensure proper coding and cost allocation.
- Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented in the area.
- Conducts regular operations and construction meetings to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities.
- Optimizes the use of all resources and equipment to accomplish work as efficiently as possible and to meet our customer’s needs.
- Ensures that employees are functionally competent and have the right tools and training to perform work safely and effectively.
- Coordinates effective, efficient response to outages by working and communicating effectively with Distribution System Operations, Dispatchers, Call Center and effectively utilizing the outage management system.
- Ensures the effective use of asset management tools in support of company programs.
- Creates and maintains an on-call rotation to provide adequate coverage to meet quick and efficient outage response
- Direct supervision of all employees in assigned area of responsibility.
- Oversees the recruiting, training and development for employees, including apprentice development and training
- Provide insight to manpower requirements to successfully support the sections activities
- Develops, manages and administers positive performance.
- Proficient in computer use and software such as MS Word, Excel, Outlook.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures. We have positions



available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Caguas - Humacao - Yabucoa - Fajardo - Vieques - Culebra

## **REQUIREMENTS**

### **Education**

- Professional Engineer, Technologist Diploma or a Journeyman Power Lineworker Certification A combination of education or experience will be considered when qualifying for this position.

### **Experience**

- Utility Experience - Proven leadership/supervisory abilities

### **License/Certifications**

- Valid Drivers License - First Aid - CPR (Cardio Pulmonar Respiratory) - AED (Automated External Desfibrillator)

### **Travel Requirements**

40%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Supervisor, Maint and Const, Rotating, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor is accountable for the day-to-day operations through optimal deployment of resources and for overseeing construction planning, resources (LUMA Power Lineworkers Construction and Operations personal, contractors, and equipment), tendering, contracting and contractor management. The Supervisor Maintenance & Construction will ensure the 24/7 operations and construction, are built and maintained to the highest standard, deliver exceptional customer service, high level of reliability and completed on schedule and within budget, in a safe and environmentally responsible manner. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment.
- Acts as a champion to develop a Top Quartile Safety culture within their teams. Lead by example through personal demonstration of HS&E best practices on a daily basis.
- Ensures that regular safety meetings are held in all locations
- Manages, monitors and controls the costs and expenditures relative the approved budget accountability to ensure financial targets are met and variances are recorded with explanations.
- Supports Regional Manager in resource planning and management to ensure adequate manpower, equipment and resources are available to meet all operational needs.
- Authorizes or supervises the authorization of local time sheets, expense accounts, invoices, tool and material requisitions to ensure proper coding and cost allocation.
- Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented in the area.
- Conducts regular operations and construction meetings to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities.
- Optimizes the use of all resources and equipment to accomplish work as efficiently as possible and to meet our customer’s needs.
- Ensures that employees are functionally competent and have the right tools and training to perform work safely and effectively.
- Coordinates effective, efficient response to outages by working and communicating effectively with Distribution System Operations, Dispatchers, Call Center and effectively utilizing the outage management system.
- Ensures the effective use of asset management tools in support of company programs.
- Creates and maintains an on-call rotation to provide adequate coverage to meet quick and efficient outage response
- Direct supervision of all employees in assigned area of responsibility.
- Oversees the recruiting, training and development for employees, including apprentice development and training
- Provide insight to manpower requirements to successfully support the sections activities
- Develops, manages and administers positive performance.
- Proficient in computer use and software such as MS Word, Excel, Outlook.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures. We have positions

available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Corozal - Vega Baja - Barranquitas - Arecibo - Utuado - Manatí

## **REQUIREMENTS**

### **Education**

- Professional Engineer, Technologist Diploma or a Journeyman Power Lineworker Certification A combination of education or experience will be considered when qualifying for this position.

### **Experience**

- Utility Experience - Proven leadership/supervisory abilities

### **License/Certifications**

- Valid Drivers License - First Aid - CPR (Cardio Pulmonar Respiratory) - AED (Automated External Desfibrillator)

### **Travel Requirements**

40%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Supervisor, Ops and Interruptions of Svc, Rotating, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor is accountable for the day-to-day operations through optimal deployment of resources and for overseeing construction planning, resources (LUMA Power Lineworkers Construction and Operations personal, contractors, and equipment), tendering, contracting and contractor management. The Supervisor Operation & Trouble will ensure the 24/7 operations and construction, are built and maintained to the highest standard, deliver exceptional customer service, high level of reliability and completed on schedule and within budget, in a safe and environmentally responsible manner. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Acts as a champion to develop a Top Quartile Safety culture within their teams. Lead by example through personal demonstration of HS&E best practices on a daily basis. - Ensures that regular safety meetings are held in all locations - Manages, monitors and controls the costs and expenditures relative the approved budget accountability to ensure financial targets are met and variances are recorded with explanations. - Supports Regional Manager in resource planning and management to ensure adequate manpower, equipment and resources are available to meet all operational needs. - Authorizes or supervises the authorization of local time sheets, expense accounts, invoices, tool and material requisitions to ensure proper coding and cost allocation. - Acts as a "champion for change" to ensure that business process and technology improvements are successfully implemented in the area. - Conducts regular operations and construction meetings to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. - Optimizes the use of all resources and equipment to accomplish work as efficiently as possible and to meet our customer's needs. - Ensures that employees are functionally competent and have the right tools and training to perform work safely and effectively. - Coordinates effective, efficient response to outages by working and communicating effectively with Distribution System Operations, Dispatchers, Call Center and effectively utilizing the outage management system. - Ensures the effective use of asset management tools in support of company programs. - Creates and maintains an on-call rotation to provide adequate coverage to meet quick and efficient outage response - Direct supervision of all employees in assigned area of responsibility. - Oversees the recruiting, training and development for employees, including apprentice development and training - Provide insight to manpower requirements to successfully support the sections activities - Develops, manages and administers positive performance. - Proficient in computer use and software such as MS Word, Excel, Outlook. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. We have positions

available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Corozal - Vega Baja - Barranquitas - Arecibo - Utuado - Manatí

## **REQUIREMENTS**

### **Education**

- Professional Engineer, Technologist Diploma or a Journeyman Power Lineworker Certification A combination of education or experience will be considered when qualifying for this position.

### **Experience**

- Utility Experience - Proven leadership/supervisory abilities

### **License/Certifications**

- Technologist Diploma or a Journeyman Power Lineworker Certification - Valid Drivers License - First Aid - CPR (Cardio Pulmonar Respiratory) - AED (Automated External Desfibrillator)

### **Travel Requirements**

40%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: Seldom

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**JOB TITLE:** Director, Technology and Infrastructure

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This position is responsible for the overall technology and hardware that makes up IT and OT. The manager will monitor system performance, staff performance and budgets in support of LUMA using technology. This position is responsible for adhering to the Cyber Security compliance and governance imposed on IT and OT. The Manager will manage Applications Support, Security and Operations, Cloud Services, Network Services and Network Field Services Teams. The Manager will support and drive the LUMA safety culture in a meaningful, supportive way.

#### **JOB DESCRIPTION:**

- Provides strategy, direction and operational excellence in growing and running the Technology and Infrastructure group. Develop strategies for improving/leveraging systems and re-engineer to ensure alignment with business processes, tactical planning, and strategic vision.
- Plan, create and monitor the various budgets based on business requirements in support of LUMA and PREPA requirements. Ensure department objectives are met by interacting regularly across functional areas including senior management or executives.
- Run a global highly available infrastructure in a hybrid environment consisting of on/off-premise, public & private clouds by continuously optimizing the overall operational costs and footprint
- Engage with IT/OT stakeholders on a regular basis to provide feedback and gather requests and requirements
- Work with the PMO to ensure IT/OT projects are on time and on target
- Develop and report on departmental/team Key Performance Indicators (KPIs) and ensure departmental plans are aligned with overall strategy
- Manage the team and ensure workloads are balanced. Establish performance goals and metrics for direct reports. Provide meaningful performance reviews, mentoring and coaching. Establish and monitor Career Paths. Ensure the optimal application of development resources to meet product development and/or project requirements
- Provide a point of escalation for Infrastructure and Technology teams to help resolve issues, remove barriers and develop go-to-green plans
- Responsible for creating and managing Service Level Agreements (SLAs). Develops and presents metrics/status to executive leadership via dashboards, monthly statistics, operational reports; ensuring a tight monitoring and follow-up to meet target KPIs, SLAs, and end user performance metrics
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

#### **REQUIREMENTS**

##### **Education**

Required: - Post-secondary diploma in information systems, computer science, information technology or a related discipline or equivalent experience Preferred: - University or College Degree in Computer Science, Information Systems, Business, Commerce, or other related field, or equivalent work experience

##### **Experience**

Required: - 5 years' experience managing Operational Technologies like Control Center and Data Center technologies. - Minimum 5 years' leadership experience - 5 - 10 years' experience in managing Control Center or Data Center Preferred: - 10+ years of related experience - Strong knowledge of Cisco, Microsoft, Apple and UNIX based environments - Strong knowledge in networking, telecom, SCADA, OMS, GIS and server technologies - Strong knowledge of asset management and business support models

License/Certifications

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: N/A - Lift/ Carry over: 10 - 30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** VP, HSEQ

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

PLACEHOLDER - THIS IS A DIRECTOR JOB This position is responsible to develop, implement and manage LUMA safety programs, policies and procedures. This position also builds support through aligning with operational groups to develop a vision and strategy to enhance injury free environment.

**JOB DESCRIPTION:**

- Provides strategic direction on planning, development, administration, and management of organizational safety policies, programs, systems and training.
- Consults organization leaders and leads safety professionals to ensure the safety strategy is implemented effectively, within established budgets and complies with all relevant safety regulatory requirements.
- Guides the organization in implementation of overall strategy for continuous improvement of all health and safety initiatives.
- Develops, implements, administers, and updates safety policies and procedures in coordination with updates to regulations, best practices and corporate policies.
- Reports on significant incidents and identifies and communicates any trends or improvements.
- Ensures corrective actions are identified and implemented for all incidents.
- Provides technical expertise, strategic leadership and support for all regulatory compliance safety issues.
- Reinforces safety culture with field crews.
- Strong organizational, interpersonal, and communication skills
- Excellent organizational and priority setting abilities
- In-depth knowledge of federal, state and local safety laws and requirements
- Aptitude to solve problems quickly with advanced conflict resolution skills
- Excellent written and verbal communication skills in English and Spanish
- Proficiency with Microsoft Office applications required
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Safety Management, Safety Engineering, Industrial Hygiene, Occupational Health and Safety, Environmental Sciences, Engineering or a related field from an accredited university or college.
- OR - Master's degree in Safety Management, Safety Engineering, Industrial Hygiene, Occupational Health and Safety, Environmental Sciences, Engineering or related fields

**Experience**

- 10 years of Safety experience, including 3 years of managerial experience OR - At least 18 years of Safety experience, including 3 years of managerial experience in lieu of education and experience mentioned above
- Utility construction or oil & gas industry experience.
- Knowledge of federal, state and local safety laws.
- > 6 Years

**License/Certifications**

- Valid driver's license
- Certifications - Certified Safety Professional (CSP) preferred



## Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** Manager, IT OT Infrastructure

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, IT OT Infrastructure will develop LUMA's IT Service Management (ITSM) strategy and drive maturity improvements in ITSM. The Manager will manage the Infrastructure, Operations Support, Service Desk, Mobility Support, Identity Access Management and Vendor Performance and Relationship Management Teams.

**JOB DESCRIPTION:**

- Provides strategic direction and drives operational excellence in growing and running the IT OT Infrastructure Team and the Service Desk - Responsible for the development and continual advancement of operational processes following an industry established framework - Monitors and understands the service management trends and impacts on service providers and LUMA - Manage the identification and delivery of operational efficiencies which includes ongoing reviews of service provider contribution to the business and the delivery of promised business value - Develop strategies for improving/leveraging systems and re-engineer to ensure alignment with business processes, tactical planning, and strategic vision. Ensures department objectives are met by interacting regularly across functional areas including senior management or executives - Develop and report on departmental/team Key Performance Indicators (KPIs) and ensure departmental plans are aligned with overall strategy - Assist with budget development, cost control, manage operating budgets, ensuring all operations, maintenance issues are reported on a timely basis - Provides coaching and mentoring to team members, fosters a collaborative work environment, establishes performance goals, ensures workloads are balanced and monitors team members career paths - Responsible for creating and managing Service Level Agreements (SLAs), develops and presents metrics/status to executive leadership via dashboards, monthly statistics, operational reports; ensuring a tight monitoring and follow-up to meet target KPIs, SLAs, and end user performance metrics - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Preferred: - Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience

**Experience**

Required: - 3 - 5 years experience managing a Service Desk and Development Operations using ITIL methodologies - Experience implementing ITSM initiatives - 10 to 15 years of related experience  
Preferred: - Strong knowledge of Cisco, Microsoft, Apple and UNIX based environments - Strong knowledge in networking, telecom and server technologies

#### License/Certifications

Preferred: - ITIL certification

#### Travel Requirements

Travels: No. Percent of time: No. Overnight required: No.

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: Seldom  
- Bend: N/A - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Compensation Manager

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Compensation leads activities related to the company's cCompensation programs. This includes but is not limited to, base and variable pay; executive compensation; deferred compensation; expatriate compensation; sales incentives; short- and long-term incentives and stock plan administration. Provides in-depth content expertise and project management in the design, development and implementation of plans, programs, projects, and policies and practices. Works in partnership with the organization's HR team, Business leaders, outside vendor partners, and employees to support design and administration of Total Reward programs to maximize employee engagement and drive organizational profitability.

**JOB DESCRIPTION:**

- Provides oversight and management of Compensation's operations within Human Resources, as well as provide expert level consultation, guidance and direction to other human resources professionals, company leadership and customers - Assists in design; plans and implements corporate compensation programs, policies, and procedures with regards to internal equity and external market competitiveness. Ensures the compensation program enhances the organization's ability to recruit and retain employees - Assists Director of Total Rewards in all aspects of executive compensation, deferred compensation and expatriate compensation. Provides strategic recommendations for Compensation initiatives at the company level - Leads job evaluation / market pricing, internal equity review, position description development and salary surveys participation initiatives - Provides support and guidance on compensation practices, policies and programs, while acting as a resource for the operating unit HR leads
- Determines appropriate resources for market benchmarking. Engages with HRBP's and business leaders to identify metrics and analytics that will help drive the business - Leads, directs, evaluates and develops a team of professionals to ensure the reward strategy is implemented effectively, within established budgets and complies with all relevant regulations, laws and employment standards - Coaches and supervises staff including analyzing workload, determining work priority, assigning duties, overseeing work progress and staff development. Translates strategy into operational direction and performs complex analysis and administration. Performs annual staff performance evaluations and develops criteria for hiring and discipline situations - Counsels and partners with corporate HR leaders, hiring managers and operating units HR leads on all compensation matters. Provides feedback and coordinates matters related to compensation (conducting job analysis, competitive benchmarking, and structuring of new hire and promotion offers) with the appropriate party - Evaluates new compensation program design considerations, makes recommendations and implements approved changes - Liaise with managers to develop and implement company compensation strategies appropriate for their business needs and consistent with the organization's overall Reward Strategy - Analyzes and evaluates external market data and internal data about the current and projected employee population to develop salary budgets and forecasts - Ensures the appropriate application of policies and procedures related to pay practices - Coordinates with corporate HR leaders and corporate hiring managers regarding all compensation issues

- Monitors industry and market conditions and provides feedback to the appropriate HR leader or department lead - Provides support for any compensation-related reporting or compliance requirements - Collaborates with other HR specialties (recruiting, benefits, and talent management, HR operations, etc.) to conduct analysis and provide human resource reporting - Develops and analyzes reports and data to determine competitive position, compliance, and program effectiveness - Supports merger, acquisition, and divestiture activity as needed - Stays informed of federal, state and local compensation laws and regulations as they apply to LUMA - Responsible for budgeting for functional area - Manages the compensation IT solution, including data integrity and reporting - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned  
SUPERVISORY RESPONSIBILITIES: - 2

## **REQUIREMENTS**

### **Education**

- Bachelor's degree in Human Resources, Business Administration or other related discipline. Preferred Education and Experience: - Master's degree and mentioned above experience

### **Experience**

Experience working in the following areas preferred: - Decentralized company environment - Providing services to Corporate and multiple Operating Units.

### **License/Certifications**

Preferred: - Certified Compensation Professional (CCP). - Professional in Human Resources (PHR)

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Manager, Crisis Mgmt

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Manager of Crisis Management administers crisis response and business continuity activities across the company. This position is responsible to strategically coordinate with operational functions as and to standardize the overall business continuity planning. The position is also responsible to partner with the Puerto Rico Emergency Management Agency to coordinate the safety and security teams with a focus on coordinating response and decision-making in high risk situations.

**JOB DESCRIPTION:**

- Provides oversight and ensures Crisis Management and Business Continuity Plans are developed and updated to meet company and regulatory requirements.
- Supervises, trains, and directs the leadership teams in relation to their responsibilities relating to Crisis Management and Business Continuity.
- Conducts regular meetings with all departments to ensure plans are current and as effective as possible.
- Trains key employees on Crisis Management Requirements. Where gaps exist, develops contingency plans to ensure minimal disruption during incidents.
- Develops, facilitates, and evaluates Business Continuity exercises in accordance with plans
- Ensures appropriate equipment and infrastructure is in place to support operations in response to emergency situations.
- Engages with external groups and committees to ensure the organizational crisis management systems and processes are integrated and aligned with other government agencies and industrial associations.
- Advises functional teams on where improvements can be made to respond to crises and ensure the business can continue functioning after an incident has occurred.
- Develops lessons-learned reports after incidents to ensure responses can be improved for future emergency events.
- Expertise in best practices in crisis management and business continuity
- Strong organizational, interpersonal, and communication skills along with project management skills
- Aptitude to solve problems quickly with advanced conflict resolution skills
- Excellent written and verbal communication skills in English and Spanish
- Follows all policies and procedures.
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Engineering, Business Management, Economics, or a related field from an accredited university or college

**Experience**

- Familiarity with the operations and management of utility or energy systems - > 6 Years - 10 years of crisis management experience in lieu of education and experience

**License/Certifications**

- Driver License

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing  
- Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other environmental factors including weather conditions - N/A

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**JOB TITLE:** Finance and Administrative Lead

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

In the role of Financial and Administrative Lead, supporting the Operations team you will be responsible for accurately reporting departmental operational costs as well as to provide support and guidance to the operations teams around budget management and cost savings. This included, but is not limited to, accounting and forecasting of full year spend for the operation teams, analyzing budget and forecast variances, working with operational teams to act where needed, implementing of process improvements. This position reports to the Operational Finance Manager and works closely with various Operations teams and finance partners throughout our organization.

**JOB DESCRIPTION:**

- Provides operational leadership and teams with useful and accurate financial information. - Delivers LUMA accounting, budgeting, and control policies, procedures, and processes at the departmental level.
- Prepares, analyses, and reviews financial performance with operations functions. - Educates teams in understanding performance of financial indicators. - Supports and facilitates annual financial planning process. - Prepare and review of monthly forecast, variance, and status reports for regional leaders.

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree or Bachelor of Arts Degree in Accounting, Business Management, or related discipline. 3 or more years of finance lead experience strongly preferred.

**Experience**

- You have a strong attention to details and a sense of urgency in resolving issues. Good follow-up skills. - You are a self-starter, ability to work with little to no supervision while leveraging financial experience to drive sound decision making in operations departments. With the ability to influence others. - You have effective communication skills; both verbal and written in English and Spanish. Strong organizational skills.
- Experience with cost accounting and budget controls. - Experience with financial document writing and reporting. - 2-4 years managerial experience strongly preferred. - You love a challenge. You complete complex projects quickly and proficiently with your understanding of the business priorities. - You are confident and competent. You are diplomatic, professional and exercise great judgment in developing and maintaining excellent relationships within the business - You have a thirst for learning – you are always looking for ways to learn and help others grow.

**License/Certifications**

- Driver License

**Travel Requirements**

30%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: Frequently - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Risk and Enterprise Risk Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position oversees the identification, communication, measurement, and management of company-wide risk including managing the Enterprise Risk Management program and corresponding risk control measures. Additional touch points include Surety, Contracts, Risk Finance, and other associated responsibilities. The Risk and ERM Manager will take a company-wide view of risks and work with the Risk and Insurance Department to manage, control and insure the appropriate risks while providing information to stakeholders. This position will also assist with the daily management of the department and assist in keeping the Director apprised of daily occurrences and issues.

**JOB DESCRIPTION:**

- Provides input to the Director and staff regarding recommendations on selection of policies based on known risks within the company.
- Partners with key stakeholders to develop and implement standards, processes, programs, and best practices related to risk management.
- Identifies potential risk exposures, recommends solutions, implements approved programs, promotes loss prevention and updates and monitors compliance.
- Must be familiar with Enterprise Risk Management and be able to talk to all Directorates to get them involved in the process.
- Detail-oriented person with the ability to multi-task and meet deadlines with minimal supervision.
- Should possess an experienced and keen eye for risks to company reputation, safety, security, and financial prosperity.
- Must be dedicated to avoiding threats and mitigating the effects of unavoidable exposures.
- Reviews indemnification clauses and insurance requirements in contracts and leases, as requested by procurement and other business units.
- High level of commitment to quality work product and organizational ethics, integrity, and compliance by demonstrating decision-making and problem-solving skills.
- Will assist in the finance, accounting and surety needs of the department as well
- Self-starter who is detail-oriented, organized, and able to work independently while supporting the needs of the team.
- Punctual and dependable employee who can prioritize and meet competing deadlines.
- High level of professionalism as this employee will work closely with executive management.
- Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset
- Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

Required: Bachelor's degree in finance, Law, or Insurance.

Experience

Required: Supervisory experience

#### License/Certifications

Required: Insurance or Risk Management Licenses/Certifications is a plus

#### Travel Requirements

Travels: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** General Foreman - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for supervising the work of 5-10 vegetation maintenance crews. Responsible for on the job crew safety, production, organization of crews and work load

**JOB DESCRIPTION:**

- Provides direct supervision to individual vegetation maintenance crews. Assure the efficiency and effectiveness of vegetation maintenance crews and instill a safety first culture with vegetation maintenance crews - Train crew personnel on the vegetation maintenance work practices - Effective interaction with property owners and members of the public as related to vegetation activities in the field.
- Proficient in computer applications used in vegetation management processes and general knowledge of budget control and accounting practices - Strong and effective leadership of a spatially disperse operational workforce including ability to effectively exercising direct line authority. - Ability to effectively communicate with production workers - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: Completion of required training program and hold Qualified Line Clearance Arborist credentials.

Preferred: High School Diploma or equivalent (GED)

**Experience**

- Direct experience with vegetation maintenance work methods and practices - Understanding of how a service provider organization functions - Experience supervising vegetation maintenance crews and unionized workforce - Experience with tree felling, pruning, chainsaw use, lift operation, mechanical and manual cutting tools, herbicide stump treatment, tree climbing, chipper operation, use of PPE

**License/Certifications**

CDL Drivers License

**Travel Requirements**

20%

**Physical Demands**

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Seldom - Kneel: Frequently
- Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

**Working Conditions**

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Benefits Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Supports administration of corporate benefit plans and programs. Processes and files benefits forms and related information. Assists with routine inquiries regarding benefit plans and enrollment system issues. Responsible for informing employees of eligibility, verifying validity of claim forms and maintaining benefit records. Performs a variety of tasks. Relies on general instruction and limited experience. A certain degree of creativity and latitude is required.

**JOB DESCRIPTION:**

- Provides administrative support implementation and administration of employee benefit programs such as health insurance, disability insurance, life insurance, employee assistance, retirement, and other plans
- Provides administrative assistance with enrollment of employees in medical, dental, and prescription drug benefit plans, including annual enrollment while maintaining confidentiality of sensitive information
- Maintains backup of a variety of reports and queries utilizing appropriate applications - Maintains documentation of process and procedures - Responsible for documentation filing and distribution (to payroll or employee files) - Advanced level required in Microsoft Office Suite: MS Word, MS PowerPoint, and proficient in MS Excel - Other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Associate degree and 3-5 years of experience in benefits administration.

Experience

- 3+ Years

License/Certifications

Preferred Licenses/Certifications: - CEBS, PHR or SPHR/SHRM-SCP certification preferred.

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

Physical Demands

- Stationary Position -Constantly • Pushing/Pulling/Reaching - Seldom • Climb - Seldom • Kneel - Seldom
- Grab - Frequently • Bend - Seldom • Lift/carry over - 31- 50 LBS • Vision - 20/20 Corrected Vision • Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom • Working near or on moving mechanical parts - N/A • Working near or on heavy machinery - N/A • Working in high places - N/A • Exposed to fumes or airborne particles - N/A • Exposed

to toxic or caustic chemicals - N/A • Frequency of working in outdoor weather conditions - Seldom • Work with Electricity - N/A • Work with explosives - N/A • Work on or near a source of radiation - N/A • Loud noise conditions (above 87dB)- N/A • Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Utility Arborist, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position provides technical support on matters related to utility arboriculture including line clearance tree pruning and removals and urban forestry. This position is responsible to support the implementation of annual vegetation management programs, completing vegetation patrols on Distribution (Utility) power line rights-of-way, documenting vegetation conditions and hazards and recommending vegetation control treatments. This field-based position meets with land-owners, prepares landowner consent documents and obtains permission and approval for the planned vegetation control activities from private landowners and public agencies. The position supports the delivery of annual vegetation control programs by inspecting vegetation maintenance work, resolving customer concerns, completing Job Observations on vegetation maintenance crews, and monitoring / tracking contractor productivity and vegetation maintenance costs on assigned projects.

**JOB DESCRIPTION:**

- Provide technical support to vegetation maintenance organization on matters related to utility arboricultural practices and methods - Support development and refinement of the Vegetation Management Plan - Establish, monitor, and refine utility arboriculture-related maintenance work practices. Monitor and evaluate new developments (regulations, standards, BMPs, technology) related to utility arboriculture in the Utility Vegetation Management industry - Negotiates landowner consent for proposed vegetation control work. Meets with landowners to mitigate landowner concerns and vegetation maintenance deficiencies. Negotiates with third parties for access, road use and pipeline crossing approvals - Prepares cost estimates for vegetation control work and clearing rights of way for new projects - Monitors vegetation maintenance progress, quality, safety, and environmental performance on assigned projects. Participates in job planning, completes vegetation maintenance start-up and post completion meetings. Communicates performance expectations to vegetation maintenance crews. Takes required actions to correct unsafe conditions or work practices by vegetation maintenance crews - Completes final inspections and reports for assigned project work. Inspects completed projects for compliance to standards and project scope of work - Supports the investigation of vegetation maintenance incidents - Coordinates the delivery of Small Distribution projects (DPP) for assigned area - Monitors and tracks vegetation maintenance productivity and costs on assigned projects. Investigates and resolves issues resulting from Integrated Vegetation Management activities - Supports work group and District's efforts in building and enhancing customer relationships Supervisory Responsibility: - None, but functional responsibility for work of the vegetation maintenance workforce - Oversees work of contractors providing specialty vegetation maintenance services - Strong interpersonal and verbal communication skills with the ability to promote effective vegetation control and power line safety requirements to landowners - Ability to manage projects and contractors - Good planning, organization, business writing, and technical and problem-solving skills - Demonstrated cross-cultural skills with a willingness to learn and understand treaties, land claims and traditional land use issues - Good computer skills and experience working with databases. Experience working with GIS mapping systems and GPS

equipment would be considered an asset - Demonstrated commitment to health, safety, and environmental values. - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Technical Diploma in Forestry or related field - BS in forestry or related natural resource disciplines.

### **Experience**

- 2 years of experience in vegetation management, right-of-way vegetation maintenance requirements, best practices and standards, - Directly relevant experience managing a utility arboriculture/line clearance program. - Direct experience with utility arboriculture including tree pruning and removal work practices. - Familiarity with principles and practices of urban forestry, as related to utility arboriculture. - Effective leadership by functional authority leadership (as opposed to direct line authority). - Excellent technical capacity with effective communications of technical concepts Preferred: - Direct experience managing line clearance pruning and removal operations through a period of significant change.

### **License/Certifications**

- Valid license to operate a heavy vehicle (Category 8-9). - Certified Arborist, Utility Specialist - Public Service Specialist

### **Travel Requirements**

40%

### **Physical Demands**

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Constantly - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** System Arborist, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position provides technical support on matters related to Integrated Vegetation Management (IVM) including the use of chemical (herbicides, tree growth regulators) and physical (mowing, mastication) control methods. This position is responsible to support the implementation of annual vegetation management programs, completing vegetation patrols on Transmission line rights-of-way, documenting vegetation conditions and hazards and recommending vegetation control treatments. This field-based position meets with land-owners, prepares landowner consent documents and obtains permission and approval for the planned vegetation control activities from private landowners and public agencies. The position supports the delivery of annual vegetation control programs by inspecting vegetation maintenance work, resolving customer concerns, completing Job Observations on vegetation maintenance crews, and monitoring / tracking contractor productivity and vegetation maintenance costs on assigned projects.

**JOB DESCRIPTION:**

- Provide technical support to Service Provider organization on matters related to IVM practices and methods
- Support development and refinement of the Vegetation Management Plan. Establish, monitor, and refine IVM-related vegetation maintenance work practices. Monitor and evaluate new developments (regulations, standards, BMP's, technology) related to IVM in the Utility Vegetation Management industry
- Identifies, documents, and marks danger trees and vegetation hazards. Prepares cost estimates for vegetation control work and clearing rights of way for new projects
- Participates in job planning, completes vegetation maintenance crew start-up and post completion meetings. Monitors vegetation maintenance crew progress, quality, productivity, safety, and environmental performance on assigned projects as well as costs of projects. Communicates performance expectations to vegetation maintenance crews. Takes required actions to correct unsafe conditions or work practices by vegetation maintenance crews. Supports the investigation of vegetation maintenance crew incidents
- Inspects completed projects for compliance to standards and project scope of work. Completes final inspections and reports for assigned project work
- Coordinates the delivery of Small Distribution projects (DPP) for assigned area
- Supports work group and District's efforts in building and enhancing customer relationships
- Negotiates landowner consent for proposed vegetation control work. Meets with landowners to mitigate landowner concerns and vegetation maintenance crew deficiencies
- Negotiates with third parties for access, road use and pipeline crossing approvals. Investigates and resolves issues resulting from Integrated Vegetation Management control activities on crown lands
- No direct reports, however, functional responsibility for work of the Service Provider workforce. Oversees work of contractors providing specialty vegetation maintenance services.
- Demonstrated technical and problem-solving skills and effective communication of technical concepts
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Technical Diploma in Forestry or related field - Bachelor degree (BS)c. in forestry or related natural resource disciplines.

### **Experience**

- Direct experience with IVM including the use of chemical (herbicides, tree growth regulators) and physical (mowing, mastication) control methods - 5 years of experience in vegetation management, right-of-way vegetation control, requirements, best practices and standards - Directly relevant experience managing an IVM-based utility vegetation management program. - Excellent technical capacity - Effective leadership by functional authority leadership (as opposed to direct line authority). Preferred: - Direct experience managing IVM operations through a period of significant change.

### **License/Certifications**

- Valid license to operate a heavy vehicle (Category 8-9). - ISA Certified Arborist, Utility Specialist - Public Service Specialist

### **Travel Requirements**

10%

### **Physical Demands**

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Constantly - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Eng Asset Mgmt, Data Entry Clerk

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Data Architect is responsible for developing, optimizing and overseeing LUMA's conceptual and logical data systems. This role is responsible for managing the development and communication of LUMA's data strategy and data governance processes. This role includes support for managing the development and communication of future state data architectures, guiding principles, standards, and technology roadmaps that enable evolution from current state architectures. This role assists with the appropriate rationalization/optimization of data and must obtain a broad understanding of the business goals to anticipate and align current and emerging technologies with business priorities. In relation to software solutions, the Data Architect plays a key role in ensuring LUMA's best interests are represented when technology choices are made within the context of the target data.

#### **JOB DESCRIPTION:**

- Provide technical leadership to specified technology projects initiated by LUMA that require a level of expertise due to their timelines, the technology involved, the enterprise nature of the projects, or the seniority of the business constituents
- Responsible for developing and maintaining the Master Data Model to ensure data currency, consistency and accuracy along with for the development of data models standards
- Helps to establish governance for the Enterprise Architecture team to work closely with the Business Owner/Lead and Solution Integrators to ensure compliance to data standards and principles as well as industry best practice while identifying potential gaps and supporting data architecture decisions
- Provides guidance to Enterprise Architects and Project teams to review the development of solution architecture deliverables during planning and execution of these technology projects
- Works closely with Data Base Administrators to ensure adherence to data standards
- Provides guidance to Data Owners on data changes required throughout large programs
- Strong communication, both, within all areas of the IT/OT Organization and LUMA as a whole
- Communicates how emerging technology trends will impact LUMA's target architectures
- Helps define and communicate architecture principles and guides development of required architectural standards for use by all LUMA technology resources and service providers
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

#### **REQUIREMENTS**

##### **Education**

Required: Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience Preferred: Bachelor's degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

##### **Experience**

Required: 10 - 15 years of experience in information or operational technology Significant architectural experience across, data, and application domains, preferably in relation to the deployment of business focused systems Familiarity with data architectural modelling techniques Preferred: 3 - 5 years' experience in application architecture, data architecture and business architecture Experience with geospatial data solutions preferred

License/Certifications

NIST Cybersecurity

Travel Requirements

No

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Legal Clerk

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under general supervision of General Counsel or its designee, the Law Clerk will work in support of Counsels of LUMA's Legal Area in matters related but not limited to Regulation & Legislation, Litigation & OMA, Employment & Labor, Real Estate, Permitting & Environmental, Compliance, and Procurement.

**JOB DESCRIPTION:**

- Provide support to internal lawyers on their primary duties. - Interpret laws, rulings and regulations for specific cases. - Conduct extensive legal research and analysis. - Prepare memoranda and briefs with accurate information on specific cases. - Provide assistance prior and during a court proceeding by preparing for a case and examining the related legal documents. - Ensure that related case documents are properly ordered and available. - Attend court sessions, administrative and/or legislative hearings in order to listen to and record critical information. - Maintain and update law libraries, literature and documentation. - Coordinate and schedule appointments and meetings. - Collaborate with LUMA's Legal Team on analysis related to Regulation & Legislation, Litigation & OMA, Employment & Labor, Real Estate, Permitting & Environmental, Compliance, and Procurement. - Must be computer literate (working knowledge of Word, PowerPoint, Excel, etc.). - Possess excellent written and oral communication (English-Spanish) and interpersonal skills. - Outstanding document management skills. - Organized with strong conceptual and research skills. - Commitment to attendance. - Critical thinker who displays accuracy and attention to detail. - Excellent comprehension of the law. - Ability to work under pressure and meet deadlines. - Ability to work independently and as part of a team. - Self-starter, good time management, creative, with ability to communicate in a professional manner. - Commitment to the continuous improvement of service quality and the LUMA's mission.

**REQUIREMENTS**

Education

Qualifications: - Applicants must have completed at least two full years with an accredited law school at the beginning of the current Program, enrolled at least as a half time student and in good academic standing (2.50 GPA or better).

Experience

License/Certifications

Travel Requirements

Physical Demands

Working Conditions



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**JOB TITLE:** Analyst, Renewables

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Support performing documenting processes, RACI charts and schedules of Customer Programs providing high quality service and work product while meeting deadlines. Responsible for the overall quality of service, work paper, analytical and review standards and compliance with PREBs requirements. Supports the Supervisor / Manager to ensure LUMA's and department objectives are met.

**JOB DESCRIPTION:**

- Provide support of maintaining and enhancing the IRP development processes; improve data flow incorporating data analytic technics and tools in the process.
- Ensure that key issues/decisions are escalated to Manager and others in a timely manner.
- Participate in training and staff development, ensuring other functional teams have an overall knowledge and understanding of SRP and underlying processes. Show ability to work independently and collaboratively with diverse teams and work groups across the organization.
- Ensure that all work papers and filing documents are accurately prepared and adequately reviewed in a complete and timely manner. Ability to develop and use a variety of analytical approaches to synthesize information, identify patterns, solve issues and make recommendations.
- Technical writing ability that conveys intended messages to target audiences with clarity and precision.
- Strong communication skills (both verbal and written) and a demonstrated ability to work effectively across all levels of the organization and with external stakeholders.
- Demonstrates skill in planning work activities required to ensure quality deliverables.
- Desire to seek out experiences and opportunities to develop and try new skills and knowledge.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's degree engineering or economics.
- A background in data analytics is preferred.

Experience

- Five years of relevant regulatory or utility industry experience is preferred, however directly related knowledge acquired through Post-Graduate education plus minimum one year of experience will be considered.
- Organized and able to clearly communicate both verbally and in writing, to cross functional teams.

License/Certifications

Travel Requirements

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend

- Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Analyst, Customer Programs

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Report directly to Lead Customer Program. Support performing documenting processes, RACI charts and schedules of Customer Programs providing high quality service and work product while meeting deadlines. Responsible for the overall quality of service, work paper, analytical and review standards and compliance with PREBs requirements. Supports the Supervisor / Manager to ensure LUMA's and department objectives are met.

**JOB DESCRIPTION:**

- Provide support of maintaining and enhancing program tracking business process and opened to constant improvement; improve reliability of data analytics and reduce process timing by incorporating data analytic technics and tool.
- Ensure that key issues/decisions are escalated to Manager and others in a timely manner.
- Participate in training and staff development, ensuring other functional teams have an overall knowledge and understanding of SRP and underlying processes. Show ability to work independently and collaboratively with diverse teams and work groups across the organization.
- Ensure that all work papers and filing documents are accurately prepared and adequately reviewed in a complete and timely manner. Ability to develop and use a variety of analytical approaches to synthesize information, identify patterns, solve issues and make recommendations.
- Technical writing ability that conveys intended messages to target audiences with clarity and precision.
- Strong communication skills (both verbal and written) and a demonstrated ability to work effectively across all levels of the organization and with external stakeholders.
- Demonstrates skill in planning work activities required to ensure quality deliverables.
- Desire to seek out experiences and opportunities to develop and try new skills and knowledge.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

- Undergraduate degree in business, engineering, economics or statistics. A background in data analytics is preferred.

Experience

- One year of relevant regulatory or utility industry experience is preferred, however directly related knowledge acquired through pertinent education will be considered.
- Organized and able to clearly communicate both verbally and in writing, to cross functional teams.

License/Certifications

Travel Requirements

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Executive Assistant, Capital Programs

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Vice President, this position is responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the Vice President's Department. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility. This position requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

**JOB DESCRIPTION:**

- Provide professional administrative support to the Vice President through proactive development and preparation of correspondence, presentations, and reports. - Proactively assist with daily calendars through effective scheduling and rearranging of meetings and appointments, arrange and coordinate logistics and catering for meetings, travel and other events. - Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information. - Superior understanding and ability to use Microsoft Office applications. - Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor's Degree in Business, Science or college diploma.

**Experience**

- Minimum 7 years Progressive administrative experience, several years supporting at an executive level.

**License/Certifications**

- Valid Driver's License.

**Travel Requirements**

- 10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Executive Assistant, Customer Experience

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Executive Assistant is responsible for performing a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the Vice President's Department. This position reports to the Vice President, Customer Experience. The position requires an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility, as well as, an individual who is highly organized with the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

**JOB DESCRIPTION:**

- Provide professional administrative support to the Vice President through proactive development and preparation of correspondence, presentations, and reports - Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments - Proactively arrange and coordinate logistics and catering for meetings, travel and other events - Coordinate, prioritize, and track the flow of distribution of mail, telephone, and electronic information - Manage and maintain the department's Organizational Charts for LUMA Customer Experiences - Create and maintain hard copy and electronic file systems - Interpret and present large amounts of data in user friendly manner such as graphs and charts - Assist with various projects within the department as required within LUMA, Customer Experiences - Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information - Basic understanding of accounting principles, the utility business and regulatory process. Superior understanding and ability to use Microsoft Office applications – Word, Excel, PowerPoint, Outlook and Adobe Acrobat – including the ability to develop reports from concepts provided. Knowledge of Oracle Financial would be an asset in preparation of expense claims - Superior verbal and written communication and interpersonal skills. Demonstrated ability to collaborate and build relationships and to work with a wide range of Executives, Vice Presidents and Senior Managers across the organization - Superior organizational skills with the ability to perform effectively, ensuring complete accuracy, under tight deadlines and under minimal supervision - Superior knowledge of the English and Spanish languages with ability to proof read, edit and provide quality control of grammar, formatting and spelling on documentation - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Bachelor of Business, Bachelor of Science or College Diploma.

Experience



- 6+ years - Bilingual Language Skills (English\Spanish) Preferred: - Progressive administrative experience, several years supporting at an executive level.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** IT OT Executive Assistant

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position performs a wide variety of administrative support services ranging from complex to routine, all of which contribute to the efficient and professional operation of the IT OT Management's Department. The position will require an appreciation for and understanding of protocol, discretion, professionalism, and acceptance of responsibility and requires an individual who is highly organized and has the ability to interpret and make decisions in accordance with prescribed procedures and practices of the organization. In order to provide effective and efficient service it is expected that the position will be flexible in terms of hours of work and maintain confidentiality, diplomacy and tact at all times.

**JOB DESCRIPTION:**

- Provide professional administrative support to the Vice President of IT OT through proactive development and preparation of financial statements, correspondence, presentations, and reports - Proactively assist with the daily calendars through effective scheduling and rearranging of meetings and appointments, assist with preparation for meetings, accurately recording minutes from meetings - Manage and maintain the department's Organizational Charts for the IT OT department - Responsible for basic bookkeeping tasks, and filing and retrieving corporate records, documents, and reports - Researching and conducting data to prepare documents for review and presentation by boards of directors, committees, and executives. Interpret and present large amounts of data in user friendly manner such as graphs and charts. Assist with various projects as required within the IT OT Department.
- Performing office duties that include ordering supplies and managing a records database, opening, sorting and distributing incoming faxes, emails, and other correspondence, and create and maintain hard copy and electronic file systems. Arrange and coordinate logistics and catering for meetings, travel and other events - Demonstrated ability to perform maturely and professionally ensuring complete confidentiality of sensitive and confidential information - Ability to manage and perform effectively under conditions of stress, to effectively manage multiple and shifting demands and priorities, to perform effectively, ensuring complete accuracy, under tight deadlines and with minimal supervision - Superior understanding and ability to use Microsoft Office applications – Word, Excel, PowerPoint, Access, Outlook and Adobe Acrobat. Basic understanding of accounting principles, the utility business and regulatory process. Knowledge of Oracle Financial would be an asset in preparation of expense claims - Demonstrated ability to think critically, act logically to evaluate situations, solves problems and makes decisions. - Strong verbal communication style that reflects the ability to work with a wide range of Executives, Directors and Sr. Managers - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Perform major storm restoration work and associated drills as assigned - Performs other duties as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: High School diploma complemented with some post-secondary education Preferred: Post-secondary diploma in business administration or a related discipline or equivalent experience

#### Experience

Required: 7 to 10 years of experience as an Executive Assistant or other relevant Administrative Support experience

#### License/Certifications

N/A

#### Travel Requirements

Travels: No Percent of time: No Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Dispatch Foreman - Ops Excellence, Rotating

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Dispatch Foreman is responsible for leading the Operations department response and dispatch of trouble calls and unplanned for their shift. Throughout the course of their shift, the foreman provides guidance, mentorship, and supervision to the dispatchers assigned to them. For their assigned shift, they are responsible for providing direction on how to respond to outages, ensuring their dispatchers are working efficiently, and resolving unforeseen problems that arise. They will work independently along with their team both during and outside normal working hours. This position is with IBEW Local Union 222. If you accept an offer of employment, you will be required to affiliate with the Union.

#### **JOB DESCRIPTION:**

- Provide oversight, supervision, and guidance to the dispatchers within the 8, 10- or 12-hour shift that you are assigned to.
- Work on a rotating shift schedule that provides 24/7 coverage 365 days of the year, including afternoons, nights, weekends, and holidays.
- Make all necessary decisions for the outage response during your assigned shift, to ensure restoration follows established protocols and appropriate priorities.
- Escalate major issues to the Supervisor when they're beyond your experience level.
- Supervise and review the work completed by dispatchers to ensure that their decisions are logical, and they are performing their work as trained.
- Ensure labor and equipment resources available for outage response within the Operations department are being efficiently deployed across the island.
- Coordinate additional materials or specialty resources when necessary.
- Once work is issued to the on-call resources, work closely with local teams to ensure excellent communication and the monitoring of work within reasonable timelines.
- Resolve unforeseen issues related to the system, the customer, or weather restraints, to maintain target metrics related to quality, safety, customer experience, and schedule.
- Provide coaching and advice to dispatchers on your shift to help them improve.
- Ensure dispatchers start and end their shift on time and monitor breaks to ensure they are being used appropriately.
- Provide performance and discipline feedback to the Supervisor.
- Be intimately familiar with all tasks required of the Dispatcher role and cover this position when the circumstance require it.
- Perform emergency response work and associated drills as assigned.
- Understand and follow all policies and procedures.
- Other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

- Must have high school Diploma with some level of post-high school training, courses, etc. - Any post-secondary education or technical trade qualification is considered an asset.

##### **Experience**

Minimum 10 year's experience and at least 3 years in a leadership role leading teams.

##### **License/Certifications**

Professional designations are not required but will be considered an asset.

#### Travel Requirements

5%

#### Physical Demands

Stationary Position: Constantly Pushing / Pulling / Reaching: Seldom Climb: Seldom Kneel: Seldom Grab: Seldom Bend: Seldom Lift / Carry: Seldom, up to 20lbs Vision: Vision acuity to operate a vehicle Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

Wet or Humid: Occasionally Working near or on moving mechanical parts: Occasionally Working near or on heavy machinery: Occasionally Working in high places: Seldom Exposed to fumes or airborne particles: Seldom Exposed to toxic or caustic chemicals: Seldom Frequency of working in outdoor weather conditions: Occasionally Work with electricity: Occasionally Work with explosives: Seldom Work on or near a source of radiation: Seldom Loud noise conditions (above 87 db): Seldom Other environmental factors including weather conditions: Seldom Other: N/A

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**JOB TITLE:** Dispatch Supervisor, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor of Dispatch is responsible for leading the response and dispatch of trouble calls and unplanned work across the Operations department. Throughout the course of 24 hour operations, the supervisor provides guidance, mentorship, and supervision to the team members of their shift who are responsible for responding to unplanned work requests and dispatching on call operations field staff to respond across the LUMA system.

**JOB DESCRIPTION:**

- Provide oversight, supervision and guidance to the dispatchers within the 8 or 12 hour shift the position is assigned to.
- Manage the overall dispatch response of work for the Operations department, including the annual, quarterly, monthly and weekly planned work programs.
- Work closely with Managers within the Operations department, customer experience, and other stakeholders to prioritize the planned work program.
- Review the work completed by dispatchers to ensure that their decisions are logical and are effectively and efficiently utilizing the labor and equipment resources available within the Operations department for unplanned work.
- Once work is issued to the on call resources, work closely with local teams to ensure excellent communication and resolve unforeseen issues related to the system, the customer, or weather restraints, in order to maintain target metrics related to quality, safety, customer experience, and schedule
- Required to be intimately familiar with all tasks required of the Dispatcher role as the Supervisor
- Dispatch may be required to perform Dispatcher duties when circumstances arise.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Must have high school Diploma with some level of post-high school training, courses, etc.
- Any post secondary education or technical trade qualification is considered an asset.

**Experience**

Minimum 10 year's experience and at least 3 years in a Supervisory role leading teams.

**License/Certifications**

Professional designations are not required but will be considered an asset.

**Travel Requirements**

5%

**Physical Demands**

Stationary Position: Constantly Pushing / Pulling / Reaching: Seldom Climb: Seldom Kneel: Seldom Grab: Seldom Bend: Seldom Lift / Carry: Seldom, up to 20lbs Vision: Vision acuity to operate a vehicle Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

Wet or Humid: Occassionally Working near or on moving mechanical parts: Occassionally Working near or on heavy machinery: Occassionally Working in high places: Seldom Exposed to fumes or airborne particles: Seldom Exposed to toxic or caustic chemicals: Seldom Frequency of working in outdoor weather conditions: Occassionally Work with electricity: Occassionally Work with explosives: Seldom Work on or near a source of radiation: Seldom Loud noise conditions (above 87 db): Seldom Other environmental factors including weather conditions: Seldom Other: N/A

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**JOB TITLE:** Customer Care Rep, Revenue Protection

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Customer Care Representative position will report to the Supervisor, Revenue Protection and is responsible for communicating with customers and addressing their needs on an ongoing basis, the assessment and evaluation of Revenue Protection processes, and supporting other members of the Revenue Protection team. They may also be involved in documenting procedures and presenting new process designs to stakeholders for discussion. This position may be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

- Provide ongoing support to the functional areas within Revenue Protection.
- Assess Business Requirements for the Revenue Protection departments and develop recommendations for process and technology improvements to meet customer and business needs.
- Analyze customer service data and evaluate processes to support the optimization of future state operations and the customer experience.
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision-making.
- Support, enhance and develop analytical tools that facilitate decision-making.
- Develop recommendations for quality assurance controls.
- Use strong attention to detail and data analysis skills, identify, distinguish, and analyze multiple components of a problem and provide recommendations for improvement. This includes issue and risk identification, research and identify solution options, and cost-benefit analysis for the recommendation options.
- With a customer focus, lead and facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc.
- Work towards equitable solutions, keeping in mind the interests of the business and the customer.
- Research and gather existing documentation for the process such as business requirements, policies, business processes, business parameters, business procedures and training material by checking existing document repositories.
- Demonstrates ability to gather, communicate and document customers' needs, and work towards providing an effective and efficient resolution.
- Identify and understand opportunities for improvement by analyzing existing business documentation and performance; identify gaps in the required documentation against existing policy and/or legislation.
- Demonstrate strong professional verbal and written communication skills, with the ability to work with a variety of people across the organization.
- Superior organization, project planning, and time management skills.
- Proficient skills in the use of computer applications (Microsoft Office suite and CC&B).
- Follows all policies and procedures.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

#### **REQUIREMENTS**

Education

- High School Diploma, or GED equivalent.



#### Experience

- Experience working in a Customer Service role. - 1+ Year of relevant work experience. Preferred - Knowledge of the utilities industry.

#### License/Certifications

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - Certification of Competency in Business Analysis (CCBA) or Certified Business Analysis Professional (CBAP), documented equivalent experience or working towards certification.

#### Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Customer Care Rep, Payment Processing

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The Customer Care Representative role is responsible for communicating with customers and addressing their needs on an ongoing basis, the assessment and evaluation of Billing Services processes, and supporting other members of the Billing Services team. This role may be involved in documenting procedures and presenting new process designs to stakeholders for discussion on occasion. This position may be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

#### **JOB DESCRIPTION:**

- Provide ongoing support to the functional areas within Billing Services, including Billing, Payment Processing, and Energy Irregularities. - Assess Business Requirements for the Billing Services departments and develop recommendations for process and technology improvements to meet customer and business needs. This includes analyzing customer service data and evaluating processes to support the optimization of future state operations and the customer experience. - Utilize strong data analysis, documentation, and organizational skills to provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision-making. - Support, enhance and develop analytical tools that facilitate decision-making. - Develop recommendations for quality assurance controls. - With attention to detail, identify, distinguish, and analyze multiple components of a problem. This includes issue and risk identification, researching and identifying solution options, cost-benefit analysis and providing recommendations for improvement. - Lead and facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. Work towards equitable solutions, keeping in mind the interests of the business and the customer. Demonstrates ability to gather, communicate and document customers' needs, and work towards providing an effective and efficient resolution. - Research and gather existing documentation for the process such as business requirements, policies, business processes, business parameters, business procedures and training material by checking existing document repositories. - Identify and understand opportunities for improvement by analyzing existing business documentation and performance; identify gaps in the required documentation against existing policy and/or legislation. - Strong customer-focused, professional, verbal, and written communication skills with the ability to work with a variety of people across the organization. - Demonstrate superior process mapping, project planning and time management capabilities. - Proficient skills in the use of computer applications (Microsoft Office suite and CC&B). - Knowledge of the utility industry. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

#### **REQUIREMENTS**

Education

- High School Diploma, or GED equivalent.

#### Experience

- 1+ Year of relevant work experience. Preferred - Experience working in a Customer Service role.

#### License/Certifications

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - Certification of Competency in Business Analysis (CCBA) or Certified Business Analysis Professional (CBAP), documented equivalent experience or working towards certification.

#### Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Team Lead, Trans and Dist, Accounts Payable

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Team Lead, T & D Accounts Payable role is responsible for the supervision of the Accounts Payable (AP) process, invoice and expense reports record maintenance, coordination of new AP initiatives, assessment of AP internal controls and develop recommendations for modifications to existing policies and procedures for the T&D business group. This role is responsible for primary and secondary approval of invoices, vendor and departmental inquiries, staff productivity and AP related projects as directed. This role is required to interface with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

'- Provide leadership to employees by motivating others, making sound decisions, assigning, and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors - Responsible for the full cycle AP process for the T&D business - Create routine operational and special/ad hoc reports as required - Review weekly T&D business AP Check runs and maintain all Accounts Payable files for T&D business in accordance with Corporate Policy - Manage all T&D business vendor payments and expense reimbursements (check, ACH, wire) - Manage the T&D business corporate credit card accounts and payments - Work with dedicated teams to help enhance the operations of Accounts Payable - Assist in the coordination of requests from Internal Auditors, third party and Independent Auditors, as necessary - Responsible for vendor 1099 processing and filings and year end reporting requirements and support vendor statement reconciliation - Reconcile T&D business AP related balance sheet accounts - Vendor statement reconciliation support - Proficient in the Spanish language with the ability to read, write and speak in either languages. - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Excellent analytical, creativity and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

#### Experience

Required: - Minimum of 6 years of experience in accounting/accounts payable and supervisory experience

Preferred: - Minimum of 9 years of previous experience in a similar position in accounts payable

#### License/Certifications

Required: - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Supervisor, Accounts Payable

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor Accounts Payable is responsible to oversee the processing of all vendor payments ensuring timely payment to all vendors. This role is responsible for the direction and oversight of the Accounts Payable Generation and Accounts Payable Transmission & Distribution departments including all the activities and services provided by these groups relating to the entry of accounts payable data and disbursement of checks. The Supervisor, Accounts Payable also responsible for special projects as required as well as interfaces with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

'- Provide leadership by directing and motivating others, making sound decisions, and leading teams in assigning and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the team and supervisors - Responsible for the full cycle AP (Accounts Payable) process - Create routine operational and special/ad hoc reports as required - Maintain all Accounts Payable files in accordance with existing Policy - Manage all vendor payments and expense reimbursements (check, ACH, wire) - Manage the corporate credit card accounts and payments - Work with dedicated teams to help enhance the operations of Accounts Payable - Assist in the coordination of requests from Internal Auditors, third party and Independent Auditors, as necessary - Responsible for vendor 1099 filings and year end reporting requirements - Reconcile AP related balance sheet accounts - Vendor statement reconciliation support - Proficient in Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Excellent analytical, creativity and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures -

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

Experience

Required: - Minimum of 6 years of experience in accounting/accounts payable and supervisory experience  
Preferred: - Minimum of 9 years of previous experience in a similar position in accounts payable

#### License/Certifications

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_None\_\_\_\_\_

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**JOB TITLE:** Regional Manager, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Sr Leader of North or South Operations, this position is accountable for overall management of the distribution system operations and project construction within a geographic area. The Regional Manager is responsible to provide leadership, guidance and direction to all the employees in the region to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects (KPIs) using internal and external resources. The Regional Manager plays a key visible leadership role engaging with employees to ensure alignment, agility and team cooperation is a fundamental principal across all departments. This position is expected to work very cohesively and collaboratively with the Customer Service leadership to ensure a high level of customer centricity is delivered for our customers. The Regional Managers will also work closely with the Manager of Workforce Planning and Dispatch to ensure execution of resources is paramount.

**JOB DESCRIPTION:**

- Provide H&S leadership by provide strong safety communications - Acts as a champion to develop a "safety first" culture in LUMA. Leading by example through personal demonstration of H&S Safety Management Procedures on a daily/continuous basis - Ensure incidents and/or near misses are reported, investigated for root cause and any outstanding actions are completed to ensure the risk and hazard is managed or mitigated - Actively lead and participate in any incidents that meet the Serious Incident criteria in your area of control - Ensure appropriate management of contracts with respect to H&S terms and conditions and H&S performance - Establish and analyze consolidated area business metrics to ensure KPI targets are met, identify trends and issues for pro-active addressing and resolution as well as lead continuous improvement and innovation initiatives that focus on identifying, recommending and customer satisfaction and service delivery improvements - Champion business development - Proactively manages and maintains relationships with community leaders in the geographic area - Acts as a local media spokesperson (i.e. outages, etc.) - Escalates media issues or inquiries not related to local operations to corporate communications (i.e. company/corporate policy or position.) - Supports the Field Supervisors in pro-active community/customer interactions and issue anticipation, prevention and resolution. Trouble-shoot issues escalate where needed and follow up promptly to ensure customer needs and expectations are met and exceeded. actively engaged in customer outage notification for planned and unplanned events - Identify, coordinate, and monitor system improvements and preventative maintenance (review, develop and augment business cases) - Ensure Customer Service targets are met to achieve exceptional customer service - Ensure Customer Service, System Operations and Call Center engagement during all major outages and events - Ensure regional representation for the safety of the public (Public Safety Programs and attend meetings with Emergency Responders, Police, and Fire Services)
- Facilitate regular meetings with multi-functional groups within area to review and prioritize planned (weekly, monthly and annual) execution work to ensure customer demands are met. This includes ensuring liaison between the System Control, Workforce Planning and Dispatch, Customer Service and



Utility Transformation - Collaborate and influence cross-functionally to drive external customer focus within the organization - Enhance leaders/employees' customer knowledge across the business to improve the customer service culture and ensure service standards and customer needs are achieved - Program owner and lead of the Emergency Response Business Continuity Plan - Provides leadership for all employees in the Region - Create an environment where leadership, engagement, collaboration, innovation, accountability, adaptability, psychological safety and talent development are top priorities - Recruit, develop and retain high performing individuals/team maximizing their potential based on LUMA's current and future needs in conjunction with LUMA's programs and offerings - Develop a clear vision for team and align and engage individuals around the vision - Lead employees through and drive organizational, business and customer transformation by modeling strong change leadership, agility, mentorship, influence and coaching - Coaches, counsels and supports employee performance. This includes ensuring employees have the right tools and training to perform work safely and effectively - Assists employees with development of career development plans and successful progression - Leads in accordance with the collective agreement, ability to effectively influence others - Establishes and maintains a positive "working together" relationship with local union representatives - Responsible for long-range financial planning considering customer, community and employee growth expectations and key performance indicators that align to the annual business plans and LUMA's strategy - Manages, monitors and controls the costs and expenditures relative the approved budget accountability to ensure financial targets are met and variances are recorded with explanations - Demonstrates critical thinking in determining appropriate financial strategy, strong financial acumen, analytical and business consulting skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- College diploma - Professional Engineer - Technologist diploma or a Journeyman Power Lineworker certification or professional discipline.

### **Experience**

- 11+ years - Excellent knowledge of LUMA's business. - Customer-related experience within a role where strong leadership skills and business acumen were required and demonstrated. - Proven experience applying sound judgment to make decisions.

### **License/Certifications**

- Valid Drivers License - First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

### **Travel Requirements**

- 50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Seldom - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles:

Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: Seldom - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other:

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**JOB TITLE:** Administrative Asst, Procurement

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Operational Procurement, this position supports general administrative requirements of the Manager and clerical procurement functions for the department. The Administrative Assistant, Procurement will have a working knowledge of procurement practices and procedures, act as the first point of contact with 3rd party vendors submitting bids to the organization.

**JOB DESCRIPTION:**

- Provide general administrative support to Operational Procurement team.
- Facilitate Manager's day-to-day administrative requirements by managing calendars and all incoming correspondence (e-mail, phone, mail, etc.).
- Prepare, compose and edit a variety of documents, including highly confidential correspondence, memoranda, presentations, contracts and proposals of exceptional quality.
- Prepare precise meeting minutes & track action items reflective of a sound understanding of the business and distribute these in a timely manner.
- Coordinate meetings, domestic and international travel, and prepare expense reports.
- Support the manual, including emergency, competitive bidding processes that may be required by Procurement Specialists.
- Manage Operational Procurement working files and department filing system by utilizing OneDrive, SharePoint, and/or OneNote as applicable.
- Possess highly professional interpersonal and communication skills for interacting effectively with all levels within the organization, as well as with outside customers.
- Be a conscientious self-starter who enjoys working in a team environment, needs minimal supervision and is able to effectively manage and prioritize workload under pressure.
- Have a high level of proficiency with Microsoft Word, Excel, PowerPoint, Access, SharePoint, Outlook, ERP and timekeeping tools.
- Fluent in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset.
- Perform major storm restoration work and associated drills as assigned.
- Follow the company's all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

Required: - High School Diploma - -

Experience

Required: - Minimum 3 years of experience in an administrative role within a supply chain or procurement is preferred. -

License/Certifications

None

Travel Requirements

Travels: No Percent of time: N/A Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 corrected vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Supervisor, Estimating

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Project Control Director, the Estimating Supervisor position is a leadership position responsible for overall estimating work in support of Projects. This role is responsible for frontline supervision of estimating team employees and for ensuring team completion of estimating within defined standards and consistent practices. The supervisor helps set direction for the estimating group by providing functional leadership and in supporting the development of best practices and consistent standards. The estimating team encompasses estimating activities for all LUMA capital projects.

#### **JOB DESCRIPTION:**

- Provide direction and leadership in the maintenance and application of internal Estimating and Actuals databases.
- Responsible for ensuring the correct application of internal databases and for establishing methodologies to update database and estimating tool rates based on historical triggers.
- Analyze market trends and internal project costs and identify trends in expenditures & project costs.
- Support the development of internal benchmarks for typical project types.
- Provide direction and analysis to adjust rates within the tool to align with results of actuals-based analysis.
- Responsible for the day to day supervision, coordination, administration & instruction of frontline estimating staff. Responsible for managing team workloads & monitoring delivery timelines & for the quality of completed products.
- A functional expert of estimating practice within LUMA. The expectation of this position is to provide leadership within the estimating team from a technical front in order to provide development opportunities for frontline staff in order to grow well versed, functional estimators.
- Developing business process solutions & implement within the team including identifying internal & industry best practices for estimating and applying to internal standards consistently within the workgroup.
- Monitoring and reviewing outgoing estimates to ensure they meet core internal criteria & consistency and establishing benchmarks of quality control.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

#### **REQUIREMENTS**

##### **Education**

Graduate from a recognized Electrical Engineering or Technology Program or Business program.

##### **Experience**

- Minimum 8 years related Estimating experience in a Regulated Utility or EPC Environment.
- Experienced with Work Breakdown Structure (WBS) Cost Breakdown Structure, Control Work Packages, Project Cost Codes.

##### **License/Certifications**

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Team Lead, General Accounting, Generation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Team Lead General Accounting - Generation is responsible for the full cycle financial system process and monthly closing of the Generation entity general ledger. This role oversees the General ledger processing for the Generation business which includes preparation of journal entries, reconciliation of financial statements and accounts, and ensures data accuracy. Responsibilities include timely monthly closing of the general ledger, processing of all transactions from the financial systems, analysis of accounts to determine transactions have been processed appropriately, reconciliation of all bank accounts. This role interfaces with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

'- Provide direction and leadership by motivating others, making decisions, assigning, and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors - Manage the monthly Generation business financial close process to ensure the various financial systems process transaction properly - Oversee the preparation of journal entries - Ensure all account reconciliations are performed timely and all reconciling items are followed up on - Monitor balances in clearing accounts to ensure that balances are maintained at appropriate levels - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical, creativity and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required: - Minimum of 6 years of experience in a similar role and supervisory experience - Minimum of 9 years of experience in accounting Preferred: - +6 years of experience in a similar role with supervisory experience

**License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Plant Accounting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the Controller, The Manager, Plant Accounting is responsible for the supervision and leadership of the Plant Accounting team (Accounting Property and Property Inventory). This position will oversee the department day to day activities, such as, ensuring the accuracy of costs capitalized in the work orders, timely unitization and closing of utility construction work orders, existence and completeness of fixed assets, as well as meeting the team's deliverables including actuals, forecasting, budgeting and regulatory and Federal Funding matters that are related to fixed assets. This role interfaces with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

'- Provide direction and leadership by assigning and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors. Lead and guide the team through the transformation and system implementation. - Improve, develop, implement and roll out plant accounting processes across the finance organisation - Implement effective internal controls over internal reporting processes with appropriate documentation - Prepare ad hoc analysis as required and participates in special accounting projects - Timely and accurate recording of Fixed Assets including timely closing of completed construction projects, accurate recording and tracking of non-system assets and proper recording of depreciation expense - In depth knowledge of cost accounting theory, including job cost accounting, and internal corporate policies - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication and presentation skills with a strong commitment to customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required: - Experience in cost accounting - Minimum of 6 years of experience on a similar role with supervisory experience Preferred: - +9 years of previous work experience on a similar role

**License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_None\_\_\_\_\_

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**JOB TITLE:** Supervisor, Customer Accounting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Customer Accounting manages the revenue accounting function activities and related systems interface with Customer Services and supervises accounting staff in the customer accounting department. The role is responsible for the accuracy of sales revenue and other ancillary revenue, maintains the customer database by adding new customers and scheduling turn on service., ensures each monthly revenue cycle balances, applies cash receipts to customer accounts, and performs the monthly revenue close as part of the general ledger close process. This role also interfaces with key operating personnel.

**JOB DESCRIPTION:**

'- Provide direction and leadership and supervision by assigning and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors as well as motivating others and making sound decisions - Timely and accurate recording of revenues which includes timely follow up of billing exceptions, balancing of each revenue billing cycle and cash application to customer accounts - Estimate aging of accounts receivable as well as collection of past due receivables - In depth knowledge of cost accounting theory, including revenue accounting - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, /Visio, Google Docs, and SharePoint - Strong analytical, creativity and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required: - Minimum of 6 years of experience in a similar position with supervisory experience Preferred: - + 6 years of experience in a similar position with supervisory experience - Experience in utility revenue accounting department

**License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_None\_\_\_\_\_

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**JOB TITLE:** Sr CX Advisor, Regional

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Senior Regional Customer Experience Advisor works with customers in regional offices. This role is the first point of contact with customers and responsibilities include interfacing with customers for all types of inquiries including new services, change in services, payment plans and service requests. This role is also responsible to establish, maintain and participate in customer and community relation activities as well as to provide support to both internal and external customers. As a senior level role in and can provide coverage for Leadership positions. This role handles escalations, deals with difficult customers/situations and assesses any reputational risks. This role provides their advanced knowledge, experience and technical expertise to effectively provide day-to-day leadership. This role is expected to demonstrate professionalism while completing tasks of a confidential nature.

**JOB DESCRIPTION:**

- Provide assistance to internal and external customers by directing, gathering and delivering information or action for issue resolutions, including resolving customer concerns and complaints with respect to billing, claims or other retailer related inquiries
- Coordinate and provide support to the community and support staff involved in community activities through community investment plans, open houses, school displays, public safety initiatives, community meetings and other activities as required
- Ensure Best Practices, Financial Practices, Tariffs and Terms and Conditions are accurately applied
- Complete service agreements and other necessary documents and obtain customer signatures as required
- Ensure customer accounts are initiated, prepare invoices and collecting customer payments
- Applying attention to detail an accuracy, issue deposit certificates, accept money from deposits or bill payments, balance the money received daily, deliver it to the employee or the appropriate supervisor and obtain the supervisor's signature on the proof of delivery
- Process payments via all methods received in regional offices.
- Determine the rate to be applied according to the requested service
- Prepare detailed account statements, invoices, application of deposits, account adjustments, charges and miscellaneous credits manually or through the automated systems
- Prepare, record, and send documents to necessary inter-departments for Customer Excellence delivery
- Receive reports about irregularities in readings, billing, maintenance, and others related to the duties. Apply excellent critical thinking and problem-solving skills to investigate, correct and process irregularities through the instant information system
- Serves as an escalation point to investigate and resolve issues of a complex nature. Troubleshoot complex issues that do not fall within standard or routine guidelines
- Review and reconcile work of other staff and ensure data and information is accurate
- Coordination of complex business processes which may be between multiple areas
- Frequent, independent judgement and decision-making is expected
- Proficient skills in the use of computer applications (MS Office)
- Strong interpersonal skills through effective verbal and written communication with the ability to work effectively in a multi-functional team environment. Strong negotiation skills with a focus on customer service, conflict management, issue resolution is required
- Excellent organizational, planning and time-management skills with the ability to manage multiple tasks,

effectively plan and prioritize work to meet deadlines - Follow all policies and procedures - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- High School Diploma or equivalent (G.E.D)

### **Experience**

- 3 + Years - Experience with and aptitude in accounting and math in order to complete daily tasks - Experience working in a customer service environment in customer service type role with a focus on issue resolution and conflict management - Basic understanding of basic electricity terminology Preferred: - Bilingual (English/Spanish)

### **License/Certifications**

- N/A

### **Travel Requirements**

- N/A

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Courier, Material Mgmt, Mail Logistics

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Courier is responsible for the daily operation of equipment within the mail category: loading, unloading, and transporting of mail and parcels around the island of Puerto Rico. This position is also responsible for ensuring assigned equipment is maintained, meets DTOP requirements, and meets LUMA policies and standards.

**JOB DESCRIPTION:**

- Professionally operate light vehicles i.e.. Passenger cars/vans/light pickup trucks in order to efficiently and safely deliver mail and parcels between various locations.
- Follow mail routes and perform pick-ups as described by the Logistics Coordinator and/or Supervisor. Perform all unloading operations at destination locations, assisting with delivering of mail directly to the customer if required.
- Assist with sorting of mail at pick-up location and load into assigned vehicle. Ensure that all Bills of Lading and supporting service documentation are returned to the correct Logistics Coordinator after the service is executed. Complete and file Trip Logs, Inspection Reports, and any other documentation related to operation of the vehicle daily
- Support the execution of strategic plans, following the overall direction of the Supervisor. Execute developed logistics operations standards, policies, guidelines, strategies and best practice. Partner and collaborate with other departments within Materials Management and LUMA as a whole. Collaborate with co-workers, management, suppliers, and customers
- Maintain all required licenses and certifications needed to operate assigned equipment and a working knowledge of Transportation of Dangerous Goods legislation
- Execute the Emergency Response logistics activities following direction of the Supervisor, including being available to respond to emergency after-hours callouts. Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards
- Provides exceptional customer service to all customers and stakeholders with a focus on accuracy and attention to detail. Excellent communication and interpersonal skills. Proficient organizational and time management skills
- Ability to work safely and efficiently including in high pressure scenarios
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma or GED

Experience

3+ years previous driving experience

License/Certifications

- Drivers License Category 6 - Clean Driving Record

#### Travel Requirements

100%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Equipment Operator Freight, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Freight Logistics, the Equipment Operator, Freight is responsible for the daily operation of equipment within the freight category: loading, unloading, and transporting of freight and equipment around the island of Puerto Rico. This position is also responsible for ensuring assigned equipment is maintained, meets Department of Transportation (DOT) requirements, and meets LUMA policies and standards.

**JOB DESCRIPTION:**

- Professionally operate heavy freight equipment i.e. flat deck trucks in order to efficiently and safely deliver material and equipment between various locations - Professionally operate materials handling and lifting equipment i.e. Forklifts, boom lifts, knuckle boom cranes in order to load/unload assigned freight equipment - Assist with loading and perform tie-down of all assigned loads, following LUMA standards/specifications. Ensure that all Bills of Lading and supporting service documentation are returned to the correct Logistics Coordinator after the service is executed. Complete and file Trip Logs, Inspection Reports, and any other documentation related to operation of the vehicle daily. - Execute the Emergency Response logistics activities following direction of the Supervisor, including being available to respond to emergency after-hours callouts - Support the execution of strategic plans, following the overall direction of the Supervisor. Execute developed logistics operations standards, policies, guidelines, strategies and best practice. Execute Health, Safety, and Environmental Management Plans to meet the Company's policies and standards - Partner and collaborate with other departments within Materials Management and LUMA. Collaborates with co-workers, management, suppliers, and customers. - Maintain all required licenses and certifications needed to operate assigned equipment and access high voltage utility sites and a working knowledge of Transportation of Dangerous Goods legislation - Provides exceptional customer service to all customers and stakeholders - Ability to work safely and efficiently including in high pressure scenarios - Proficient organizational and time management skills, excellent communication and interpersonal skills, and attention to detail with a focus on accuracy - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- High School Diploma or GED

Experience

- Forklift, Boomtruck, Knuckleboom Crane experience and certifications preferred - 3+ years previous driving experience, as a driver

License/Certifications

- Commercial Drivers License Category 8-9 - Clean Driving Record - Explosive Permit is Preferred - Forklift, Boomtruck, Knuckleboom Crane experience and certifications preferred

#### Travel Requirements

100%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected  
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Mail Logistics Coordinator

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Logistics Management, the Logistics Coordinator provides operational, analytical and administrative support to provide efficient Logistics services to LUMA. Working with the requestor, the Logistics Coordinator will select service providers, monitor all shipment requests, contact customs brokers/freight forwarding agencies to coordinate, consolidate and optimize freight requirements.

**JOB DESCRIPTION:**

- Process and schedule logistics service requests. - Provide constant communication of service/delivery issues to appropriate personnel and departments, both internal and external - Liaise with logistics providers to process import/export and customs shipments. Maintain detailed and complete records of all shipments, including supporting documentation. Using strong attention to detail, plan and optimize shipment routes and load consolidation and maximization. Seek opportunities for cost savings through load consolidation, route optimization, and utilization of internal and contracted logistics service providers. - Using excellent communication and interpersonal skills, partner and collaborate with other departments within Materials Management and LUMA as a whole. Collaborates with co-workers, management, suppliers, and customers - Incident and claims management and investigation - An understanding of all internal and contracted equipment and staffing capabilities, and the ability to use that knowledge to maximize and consolidate freight/mail shipments - Execute all activities following established Logistics processes and procedures. Ensure accurate and timely completion of daily and weekly task with the ability to work quickly and efficiently with proficient organizational and time management skills - Execute the Emergency Response logistics activities, including being available to respond to emergency after-hours callouts - Follow established Health, Safety, and Environmental Management Plans - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or GED Related - designation/certificate in Supply Chain/Logistics

Experience

- 3+ years previous Supply Chain experience, preferably in a trucking/logistics area

License/Certifications

Valid Drivers License

Travel Requirements

10%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Logistics Coordinator, Freight, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Freight Logistics, the Logistics Coordinator provides operational, analytical and administrative support to provide efficient Logistics services to LUMA. Working with the requestor, the Logistics Coordinator will select service providers, monitor all shipment requests, contact customs brokers/freight forwarding agencies to coordinate, consolidate and optimize freight requirements.

**JOB DESCRIPTION:**

- Process and schedule logistics service requests - Provide constant communication of service/delivery issues to appropriate personnel and departments, both internal and external - Plan and optimize shipment routes and load consolidation and maximization. Liaise with logistics providers to process import/export and customs shipments. Maintain detailed and complete records of all shipments, including supporting documentation.
- An understanding of all internal and contracted equipment and staffing capabilities, and the ability to use that knowledge to maximize and consolidate freight/mail shipments.
- Incident and claims management and investigation - Ensure accurate and timely completion of daily and weekly tasks with the ability to work quickly and efficiently with a focus on attention to detail. Execute all activities following established Logistics processes and procedures - Seek opportunities for cost savings through load consolidation, route optimization, and utilization of internal and contracted logistics service providers. Partner and collaborate with other departments within Materials Management and LUMA, suppliers, and customers - Execute the Emergency Response logistics activities, including being available to respond to emergency after-hours callouts - Follow established Health, Safety, and Environmental Management Plans - Excellent communication and interpersonal skills. Proficient organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma or equivalent GED

Experience

- 3+ years previous Supply Chain experience, preferably in a trucking/logistics area

License/Certifications

Driver's License, TDG

Travel Requirements

10%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Payments Representative

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is within the Regulatory Team. The Regulatory Team works to align LUMA's business plan with the public energy policy goals of Puerto Rico and plays a key role for the design, implementation and reporting on key policy initiatives. Regulatory works with all LUMA departments in support LUMA's compliance and reporting obligations under the Operations and Management Agreement, the energy regulator and other governmental bodies. The team works with multiple external stakeholders and is responsible for the delivery of professional written documents, and verbal reason to support compliance and reporting. The Land and Permits group within Regulatory is responsible for the administration of all the Transmission and Distribution rights of way and supports LUMA in obtaining and maintaining necessary operational permits, enabling the recovery and transformation of the Puerto Rico electrical system. This position reports to the Supervisor, Land Administration, this position will be responsible for processing the necessary payments for land rights on the transmission and distribution system. This will include maintaining the data base for monthly or annual payments due for land rights, completing the payment request form, ensuring the necessary approvals for each payment, and ensuring each payment is made to the required schedule.

**JOB DESCRIPTION:**

- Process all payments due parties for land rights required for operating the existing system; including annual lease payments, payments for temporary access, payments for temporary workspace, or any other payment that may arise through the operation of the system
- Maintain the data base of payments due landowners
- Complete payment request form, ensure all approvals are obtained to release payment, make necessary arrangement for payment in the correct method, and ensure payment is sent to landowner on the required schedule
- Complete all related administrative tasks associated with payments to landowners, while being familiar working in Microsoft Office environment; including experience with Excel and Word
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required: - Diploma from a recognized post secondary institution in a field of study related to office administration or business management. - < 1 Year. Preferred: - Diploma in office administration or 4 year degree

**Experience**

- Work experience in land rights field is an asset. - Work experience in an electrical utility with knowledge of land rights payments is an asset.

**License/Certifications**

- Office administration diploma or certification

#### Travel Requirements

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Designer, Substation Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Transmission Engineering, this position is responsible for transmission engineering design/drafting duties and preparing engineering drawings utilizing LUMA design tools. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Preparing and completing documentation packages, producing drawing sets and updating facility records in accordance with the company design/drafting standards and processes
- Creating new design drawings based on supplied sketches and concepts, revising existing drawings, updating drawings to 'as-builts' ensuring company standards are maintained
- Bringing all necessary existing drawings up to established company standards
- Inputting all drawings into the computerized drawing control system
- Maintaining the drawing control system and the associated processes ensuring it is secure, accurate and accessible by monitoring existing procedures and making suggestion for improvement
- Maintaining drawing facility and associated equipment necessary to support drawing control system/process i.e. Professional Document Management processes
- Coordination of design activities as a member of a multi-disciplinary team of engineers
- Develop, support and improve transmission line design drawings
- Follow, develop and improve engineering processes and standards
- Participate in design initiatives, including presentations to the engineering group
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Excellent team player and ability to prioritize assignments to meet commitments
- Strong problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to design issues that represent the best solution from the perspectives of cost, schedule and scope
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Preferred: Bachelor of Science Degree in Engineering

Experience

Minimum four (4) years of experience in engineering design/drafting. Preferred: Engineering design/drafting certification Previous experience working in Substation

License/Certifications

N/A

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on  
heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles -  
Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather  
conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a  
source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Designer, Line Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for distribution engineering design/drafting duties and preparing engineering drawings utilizing LUMA design tools. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Preparing and completing documentation packages, producing drawing sets and updating facility records in accordance with the company design/drafting standards and processes - Creating new design drawings based on supplied sketches and concepts, revising existing drawings, updating drawings to 'as-builts' ensuring company standards are maintained - Bringing all necessary existing drawings up to established company standards - Inputting all drawings into the computerized drawing control system - Maintaining the drawing control system and the associated processes ensuring it is secure, accurate and accessible by monitoring existing procedures and making suggestion for improvement - Maintaining drawing facility and associated equipment necessary to support drawing control system/process i.e. Professional Document Management processes - Coordination of design activities as a member of a multi-disciplinary team of engineers - Develop, support and improve transmission line design drawings - Follow, develop and improve engineering processes and standards - Participate in design initiatives, including presentations to the engineering group - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Excellent team player and ability to prioritize assignments to meet commitments - Strong problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to design issues that represent the best solution from the perspectives of cost, schedule and scope - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education - Minimum four (4) years of experience in engineering design/drafting in Utility environment. Preferred Education - Bachelor of Science Degree in Engineering. - Engineering design/drafting certification.

**Experience**

Required Experience - Proven experience applying sound judgment to make decisions. Preferred Experience - Previous experience working in Distribution.

**License/Certifications**

#### Travel Requirements

- Travels: Yes. - Percent of time: 10%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom.  
- Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle.  
- Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Recruiter

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Recruiter participates in a variety of talent acquisition activities to ensure company's recruitment process is efficient, effective and equitable. Responsible for full lifecycle recruiting; recruit, screen and recommend placement of staff by using creative sourcing methods (internal and external).

**JOB DESCRIPTION:**

- Prepares job postings, specifications for recruitment agencies and other materials in accordance with the organizations recruitment standards
- Determines best avenue for recruitment (e.g. advertising, direct contact, employee referrals, research organizations, employment agencies, and job fairs)
- Partners with hiring manager to determine hiring needs and requirements
- Sources active candidates form online databases, contact lists, internal information and employee referrals
- Sources passive candidates through networking, cold calling and internet research
- Gathers information from candidates regarding their education, experience, training, job skills and salary requirements
- Analyzes and interprets applicant data, develops criteria for selecting best candidates, and makes recommendations to management
- Explains purpose and function of the company, its benefits plan and career opportunities to candidates
- Searches application files, notifies selected applicants for job openings, and refers qualified candidates to prospective managers for second-stage interviews
- Attracts, recruits, and interviews candidates on campuses and represents the company at job fairs to promote the company to potential candidates
- Works collaboratively with Compensation to prepare job offers
- Responds to inquiries about the company's recruitment activities and status of job vacancies
- Ensures compliance with all legal aspects of recruiting function
- Follow all policies and procedures
- Performs other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's degree in Human Resources or Business from accredited school.

**Experience**

N/A

**License/Certifications**

Preferred Licenses/Certifications: - Certified as SHRM-CP or SHRM-SCP from Society of Human Resource Management.

**Travel Requirements**

Travels:Yes Percent of time:10% Overnight required: Yes

**Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Director, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director of Regional Customer Experience work stream will focus on performance improvements in Customer Experience processes, metrics, and key account management. The role is responsible for devising the customer complaint and escalation process as well as creating the customer and community relations guidelines and ensuring that the customer relationship management approach aligns with LUMA's guidelines, policies and processes.

**JOB DESCRIPTION:**

- Prepare implementation strategy to transition the regional Customer Experience department from its current organization to the new organization. Using effective leadership, coaching and mentoring skills to support staff, implement a best-in-class approach for the operations and maintenance of the regional Customer Experience workgroups. Develop and prepare to execute a Customer Experience transition plan in the Regionals
- Assess current regional Customer Experience positions, develop positions for the new organization, interview and hire all Regional based Customer Experience positions
- Review customer satisfaction research and customer feedback to better understand customer issues and recommend approaches to improve the experience. Assess training for regional Customer Experience representatives
- Evaluate front line service levels, service quality, and reporting. Develop collaborative workflow processes with T&D Ops and Metering Operations.
- Coordinate effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system
- Evaluate, develop and prepare annual regional Customer Experience budget. Create an annual performance report for the Regional operations. Assess and baseline key performance indicators as per the O&M agreement. Develop additional internal reporting metrics to enable the assessment of the regional Customer Experience group. Monitors business metrics and reporting to ensure targets are met. Ensure the effective use of asset management tools in support of company programs
- Manage local facilities and works cooperatively with various stakeholders. Manage local fleet utilization and builds business cases to support local requirements
- Create and maintain a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans
- Evaluate, develop and prepare to implement Customer Experience technology including Customer Billing, Payment systems and Queuing Systems and two-way workflow communication.
- Evaluate and understand industry regulatory requirements and liaise with regulatory bodies as required
- Develop local implementation of customer communication campaigns in conjunction with the Communications team
- Create an overall plan for participation, presentations, demonstrations to schools and community groups
- Develop a plan to for key account and stakeholder management
- Support review and evaluation of current employee policies, procedures and any applicable handbooks to identify gaps and enhance where needed
- Strong organizational planning and development skills
- Strong verbal and written communication skills with the ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy,

training, and collaborating with various stakeholders - Follow all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### Education

- Bachelor's Degree in Commerce or Business or other post-secondary Degree

### Experience

- 8+ years related work experience in leading high performing Customer Experience teams - Experience with Customer Experience technology systems and developing and delivering training including billing systems, call center technology, queuing technology and payment systems - Experience with market and competition research and analysis and developing key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. - Proficient skills in the use of computer applications (MS Office) and experience with programs such as Microsoft Project or other project planning software required. - Experience in key account relationship management and stakeholder engagement. Preferred: - 11+ years of experience

### License/Certifications

- Valid Driver's License

### Travel Requirements

- 70%

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Finance and Administrative Lead, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for managing the aggregation and completion of administrative work, while leading a team of administrative employees. This position is accountable for driving consistency across the Regions, while also acting as the liaison between Accounting and Field Operations. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island.

**JOB DESCRIPTION:**

- Prepare and/or compile annual regional O&M, ES&G, GP&E budgets. Prepare and review of monthly forecast, variance and status reports for regional leaders - Oversight of the regional inventory databases for fleet, IT, and other operational assets as required - Work with team of Regional Finance and Administration Supervisors to identify clerical support requirements, while driving best practices and consistency to complete the work. Review clerical skill sets to capitalize on efficiencies and determine assignment of job duties Monitor workloads, identify priority needs and use resources to meet deadlines and produce required deliverables - Ensure team follows company standards and guidelines for operational efficiency - Provide mentorship, training and direction to team. Strong leadership skills to effectively manage a team environment. Prepare and administer performance development plans, monitor employee performance and conduct performance appraisals - Manage the Oracle Financial modules and reporting tools - Act as the Regional expert, providing training, support and developing processes for internal customer groups. Coordinate systems training where gaps are identified - Understand, interpret, and apply general and specific administrative and departmental policies and procedures - Interpret accounting policies and procedures - Approve requisitions, contracts, and invoices. Manage regional contract billing, reconciliation, and their collections - Identify and approve financial system adjustments - Develop and provide ad-hoc reporting, including labour extracts, project costs, work estimates, etc. - Act as a liaison between Accounting and Regional Managers - Excellent organizational, administration, verbal and written communications skills - Excellent analytical, problem solving and decision-making ability. Strategic planning ability and strong interpersonal skills - Commitment to delivering superior customer services - Proficiency in MS Office applications and Oracle Financials and strong computer skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- University Degree, technical or college diploma in Business Administration, Finance or Accounting.

Experience

- 5+ years previous Supply Chain experience, preferably in a Inventory environment - Experience with Asset Suite, Oracle Discoverer, Oracle Inventory, JD Edwards, or SAP is required

#### License/Certifications

- Valid Class Operator's License - Valid First Aid - CPR (Cardio Pulmonary Resuscitation) - AED (Automated External Defibrillator)

#### Travel Requirements

30%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: Frequently - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Materials Procurement Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Operational Procurement (Materials or Services), this position is responsible for the procurement of goods and services, internal customer service, and purchase order management. As the primary point of contact for the organization's transactional procurement needs, the Procurement Specialist's primary work includes conducting project specific competitive bidding and the issuance of purchase orders to 3rd party vendors.

**JOB DESCRIPTION:**

- Prepare and issue competitive bid documents (RFI, RFQ, RFP, or Formal Tender) based on scope and specifications provided by internal stakeholders.
- Receive and summarize bids, analyze and evaluate vendor responses using spreadsheets and other applications and tools, as required.
- Recommend, award, and establish purchase orders and project specific contracts based on the organization's financial and contractual approval levels and in accordance with Procurement & Contracting practices and guidelines.
- Convert approved Requisitions into Purchase Orders for issuance to vendors.
- Complete all necessary paperwork and transactions to enable close out of purchase orders in the system.
- Resolve short shipments, delivery dates issues, shipping errors, etc.
- Possess excellent computer skills in Excel, Word and data analysis, as well as experience with ERP and File Sharing technology.
- Fluent in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

Required - High School Diploma -

Experience

Required - Minimum of 3 years of working in procurement or supply chain operations for energy or manufacturing related industries required. Preferred - Experience with Electric Utility operations and / or large, complex organizations is highly desirable.

License/Certifications

Professional designation from a nationally recognized professional institute or association (e.g. Supply Chain Management Professional (SCMP), Certified in Production and Inventory Management (CPIM)) is preferred.

Travel Requirements

Travels: No Percent of time: N/A Overnight required: N/A

Physical Demands

- If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly” - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Specialist, Media Relations

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

As an Specialist you will assist the Sr. Advisor of Media Relations on strategic projects enhancing the reputation and growth of LUMA. You'll join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We're seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

- Prepare and distribute articles and press releases for the media. - Develop media contacts, monitor media coverage and prepare media evaluation reports. - Manage the flow of news about the organization to the media. - Gather and disseminate timely information to press and staff. - Research and write briefing materials. - Assemble press kits. - Ability to work a flexible schedule with additional work as needed. - Booking rooms for meetings - Follow all policies and procedures. - Other duties as assigned. - Advanced skills in Microsoft Office (Word, Excel and PowerPoint) - Excellent verbal and written communication skills (both, in Spanish and English)

**REQUIREMENTS**

Education

A degree in communications, marketing, public relations, journalism or a related field, experience and equivalencies may be considered.

Experience

- Experience developing comprehensive marketing and communications strategies in support of business goals. - Experience in consulting and liaising with various internal and external stakeholders. - Experience using communication principles in a corporate setting. Preferred: - Experience with social media and metrics data analysis for optimization. - Proficiency in SharePoint or other content management system. - Experience working in energy or utilities sector.

License/Certifications

N/A

Travel Requirements

20%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Occupational Health Nurse

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

LUMA is looking for an Occupational Health Nurse to coordinate and manage screening services and specialized follow-up care for employees. This position will initiate, maintain, and enhance relationships with employees and the insurance system provider related to the delivery of occupational health services. The ideal candidate will be an adaptable, emotionally intelligent occupational health professional with excellent organizational and people skills who is able to identify opportunities to develop return-to-work strategies. The ideal candidate will also be a team-player and able to manage multiple projects and priorities while maintaining strict confidentiality.

#### **JOB DESCRIPTION:**

- Plans, organizes, and implements high quality return to work, accommodation, employee health, wellness, and training programs.
- Liaisons with health-care providers and the occupational injury insurance system to properly manage and administer any employee issues.
- Develops and administers programs related to occupational health and employee illnesses
- Provides advice to other departmental leaders on various employee wellness and return-to-work initiatives in alignment with legislation, organizational policies and best practices.
- Ensures consistency in the application of workplace legislation and organizational policies for employees, colleagues and members of the leadership team.
- Remains up-to-date and capable of effective interpretation and communication of workplace legislation, policies and collective agreements.
- Demonstrates safe and healthy work behaviors such as wearing of PPE and prompt reporting to prevent potentially unsafe situations.
- Must have a high level of emotional intelligence and ability to manage conflicting priorities and effectively resolve inter-personal conflict
- Excellent conflict resolution and change management skills
- Superior ability to manage multiple priorities and projects (time management)
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Performs other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

- Bachelor of Science in Nursing from an accredited college or university
- Medical Emergency Management (local/nationwide) during major events
- Or Preferred Education
- Bachelor's degree in Health Sciences, Human Resources, Industrial Relations or a related field from an accredited university or college

##### **Experience**

- Proven experience in healthcare or a unionized workplace is considered a distinguishing asset
- Proven experience in medical emergencies, including working under severe weather conditions such as hurricanes and severe storms.
- Excellent written and verbal communication skills in English and Spanish
- Proficiency with Microsoft Office applications required
- 6+ Years



#### License/Certifications

- Licensed as a Registered Nurse (RN) - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 70% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** Director, Environmental

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The position is responsible for establishing official relationships with directors, division heads, senior executive staff, and members of the public to advise, discuss sensitive issues related to environmental goals, present or reach agreements, or develop strategies to achieve goals and the protection of the environment.

**JOB DESCRIPTION:**

- Plans, directs, coordinates and supervises the technical and administrative activities of the Department's programs and projects, and ensures that they are carried out correctly and in accordance with rules, procedures, policies, regulations, goals and strategic and plans
- Directs and supervises studies and investigations corresponding to the Department and provides consultancy and recommendations to higher-ranking positions
- In collaboration with his or her supervisor, establishes productivity indicators and evaluates the results, quality of services and programs
- Diligently addresses and seeks a quick and effective solution to the most important activities in the Department, keeping his or her supervisor informed accordingly
- Prepares reports and statistics related to the activities of the Department to be used in the development of strategic plans and ensures the accuracy and reliability of the information and data provided
- Assists in the implementation of contingency plans in order to respond to emergencies and labor disputes that may affect safety, services, and operation of the Department
- Attends administrative and judicial forums on behalf of the Authority, either as witness or expert
- Manages and controls the allocated operational budget, maximizes use of resources and materials, and controls costs
- Represents and acts on behalf of his or her supervisor in the activities he or she delegates, such as: committees, projects and work teams to determine requirements and issue recommendations where it concerns the services
- Updates knowledge in his or her field of work and area of expertise; participates in or serves as a resource for training sessions, seminars, courses and continuous education programs
- Perform major storm restoration work and associated drills as assigned
- Performs other duties as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Education Required - Bachelor's Degree from an accredited university or college in a subject or branch of knowledge specific to the academic requirements of the position

**Experience**

Required Experience - Six years of experience in technical and specialized activities specific to the position, two of which involved supervising the technical and specialized work. Preferred Experience - Ten years of experience in technical and specialized environmental administration, two of which consisted in

the supervision and management of technical and specialized environmental work - Construction of public utilities or operating experience

#### License/Certifications

- Driver's License

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Field Environmental

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Field Environmental Manager is to develop and manage programs to ensure the reliability of quality of air, soil and water in the electrical transmission and distribution facilities of the organization. This position develops management programs for substances and waste and environmental licensing of projects developed by the company. This position also supervises other environmental staff to ensure compliance with federal, state, and local regulations related to environmental protection.

**JOB DESCRIPTION:**

- Plans, directs and supervises a variety of activities related to the environmental protection programs to ensure compliance with applicable environmental standards and regulations, agreements, orders and commitments.
- Supervises, trains, and directs the work of field-based environmental staff.
- Prepares and verifies reports and environmental compliance plans required by its supervisor and regulatory agencies.
- Establishes and directs inspection programs to ensure compliance with regulatory and organizational standards.
- Assists in the development, evaluation and upgrading of environmental programs.
- Provides environmental training to all levels of personnel.
- Assesses impact of newly proposed, issued or revised regulations and implements required policy and procedure modifications.
- Reviews environmental impacts of complex construction projects.
- Prepares reports associated with environmental contracts.
- Participates and represents the company in industry meetings.
- Communicates with local, state, and federal authorities concerning environmental incidents.
- Manages environmental programs to ensure impacts to land, water, and air are properly characterized and addressed.
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Engineering, Environmental Sciences or Natural Sciences from an accredited university or college

**Experience**

- > 6 Years

**License/Certifications**

- Driver's License

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Transmission Operator

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Directs, coordinates and supervises activities of moderate complexity and considerable scope concerning the Energy Control Center of the Authority in order to control the operation of the transmission lines, equipment and power plants, with the aim of ensuring the most cost-effective energy production possible and generation at the optimum level of efficiency, continuity and reliability. Prepares and implement emergency open routes and informs the Shift Engineer. Acts with some freedom to exercise initiative, judgment and his or her own judgment in decision-making and adapt operational and/or administrative controls, develop and establish his or her sequences and working methods within the rules and procedures that ensure the achievement of expected goals, objectives and results. In situations that are new or out of scope, he or she consults with the supervisor for evaluation and approval. All work schedules are available and established for eight (8) hours rotating shifts: mornings, evenings, and nights.

**JOB DESCRIPTION:**

- Plans, coordinates, and controls switch inputs and outputs to ensure that the frequency is kept within established limits
- Informs the Distribution Operations Center about operations required to maintain safe operating levels.
- Coordinates the required actions with the Shift Engineer to maintain optimal operating levels in the generators
- Supervises the start-up, shut-down, and synchronization of the electrical system units for installation, repair and maintenance operations
- Coordinates the operation via dispatcher reports for cost-effective control, load requirements, and reserves required for electric service
- Analyzes the operation of instruments installed in the control center and the information provided by the Energy Management System in order to verify and ensure the correction of energy levels that occur in the different facilities of the Authority
- Inspects equipment related to energy production, fault detection and breakdowns affecting it; makes recommendations for its maintenance and repair
- Has the authority to unilaterally take equipment out of service and/or shed load to alleviate operating limit violations and energy emergencies
- Supervises and ensures that the work is carried out within the established program and in accordance with applicable norms, procedures, policies, safety regulations and regulations
- Advises his or her supervisors on electrical system matters
- Promptly addresses and seeks a quick and effective solution where it concerns the activities of the Energy Control Center of the Authority, keeping his or her supervisor informed
- Evaluates the completion of scheduled and emergency open routes to ensure compliance with safety standards and procedures, reporting the actions taken to the Shift Engineer
- Monitors maintenance and repair orders to expedite the correction of defects in the transmission system; ensures results and quality of services
- Prepares reports and logs the activities carried out and the daily events of the operation, together with any defects detected
- Updates knowledge related to its field of work and participates and acts as a resource in training, seminars, courses and other continuing education activities
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required Education - Associate Degree in Electrical or Electronic Technology from an accredited university or college.

### **Experience**

Required Experience - Five years of work experience in the operation and protection of the electrical system, two of them as a Middle-Level Electric System Operations Supervisor. - 3+ Years Preferred Experience - 6+ Years

### **License/Certifications**

- Driver's License. Preferred: - Complies with the training required by law according to the requirements of the position.

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Sr Trans Operator

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Directs, coordinates and supervises activities of moderate complexity and considerable scope concerning the Energy Control Center of the Authority in order to control the operation of the transmission lines, equipment and power plants, with the aim of ensuring the most cost-effective energy production possible and generation at the optimum level of efficiency, continuity and reliability. Prepares and implements emergency open routes and informs the Shift Engineer. Guides, manages, and participate in the training of personnel attached to the Center. Acts with some freedom to exercise initiative, and uses his or her judgment in decision-making and adapt operational and/or administrative controls, develop and establish his or her sequences and working methods within the rules and procedures that ensure the achievement of expected goals, objectives and results. In situations that are new or out of scope, he or she consults with the supervisor for evaluation and approval. All work schedules are available and established for eight (8) hours rotating shifts: mornings, evenings, and nights.

**JOB DESCRIPTION:**

- Plans, coordinates, and controls switch inputs and outputs to ensure that the frequency is kept within established limits
- Informs the Distribution Operations Center about operations required to maintain safe operating levels
- Coordinates the required actions with the Shift Engineer to maintain optimal operating levels in the generators
- Supervises the start-up, shut down, and synchronization of the electrical system units for installation, repair and maintenance operations
- Coordinates the operation via dispatcher reports for cost-effective control, load requirements, and reserves required for electric service
- Analyzes the operation of instruments installed in the control center and the information provided by the Energy Management System in order to verify and ensure the correction of energy levels that occur in the different facilities of the Authority
- Inspects equipment related to energy production, fault detection and breakdowns affecting it; makes recommendations for its maintenance and repair
- Has the authority to unilaterally take equipment out of service and/or shed load to alleviate operating limit violations and energy emergencies
- Supervises and ensures that the work is carried out within the established program and in accordance with applicable norms, procedures, policies, safety regulations and regulations
- Advises his or her supervisors on electrical system issues or event.
- Promptly addresses and seeks a quick and effective solution where it concerns the activities of the Energy Control Center of the Authority, keeping his or her supervisor informed
- Evaluates the completion of scheduled and emergency open routes to ensure compliance with safety standards and procedures, reporting the actions taken to the Shift Engineer
- Monitors maintenance and repair orders to expedite the correction of defects in the transmission system; ensures results and quality of services
- Manages field operations personnel and generating plants, with respect to applicable services, policies, safety standards, regulations and procedures
- Prepares reports and logs the activities carried out and the daily events of the operation, together with any defects detected
- Updates knowledge related to its field of work and participates and acts as a resource in training, seminars, courses and other continuing education activities
- Provides



technical guidance to less experienced operators - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Associate Degree in Electrical or Electronic Technology from an accredited university or college.

### **Experience**

- Five years of work experience in the operation and protection of the electrical system, two of them as a Middle-Level Electric System Operations Supervisor. - 3+ Years

### **License/Certifications**

- Driver's License. Preferred: - Complies with the training required by law according to the requirements of the position.

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Sr Auditor

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the General Auditor, the Senior Auditor will be responsible for planning, executing and reporting on LUMA's operating, financial, compliance and information technology audits and reviews, including developing and modifying risk assessments and audit programs to address emerging and changing risks. This role focuses and oversees audits for operating, regulatory/compliance, information technology or financial procedures. This role is expected to maintain and promote a high standard of confidentiality and strong ethical values in daily activities.

**JOB DESCRIPTION:**

- Plans and executes a robust Audit Plan or reviews to evaluate the adequacy of controls and compliance with LUMA corporate policies and regulatory requirements, improve efficiency and reduce costs
- Evaluates risks to achieve business unit objectives and assesses the control systems and mitigating measures to address those risks
- Identify opportunities on the Company's financial, operational and compliance processes, controls and systems to ensure risks are properly managed and assist customers in developing improvement measures
- Use a broad knowledge of data analytics software and apply data analytics techniques as part of audits and reviews to detect errors and possible fraud. This includes identifying unusual or abnormal transactions and trends in large data populations and provide analysis of data to support business management decision-making
- Performs file reviews as directed to ensure that work performed by Auditors or peers meets professional requirements
- Provides independent, expert advice to business management with respect to policies and procedures, internal controls and operations best practices in the development of appropriate business processes and controls
- Leads the professional development of Internal Audit staff, including coaching and mentoring less experienced team members and providing technical and audit guidance on business process controls to another Auditor(s). Prepare performance evaluations for Auditors
- Develops and conducts training sessions on professional standards and other topics relevant to different internal stakeholders
- Ensure on time, high quality deliverables and audit reports and review all work paper in general for each assignment
- Provide assistance to the external auditors as coordinated between the General Auditor and the external auditors
- Excellent analytical and, investigative skills. Focused on details, problem solving and strategic thinking
- Excellent knowledge of the Institute of Internal Auditors' "International Standards for the Professional Practice of Internal Auditing", Risk's Management Principal and Methodologies, and other practices standards
- Proficient in MS Office programs such as, Word, Excel, Power Point, Outlook and other operative/accounting programs
- Excellent verbal and written communication skills (both, in English and Spanish languages) with the ability to clearly articulate identified problems and findings to auditee senior management, executives or to the Board of Directors and facilitate problem resolution. Strong interpersonal skills with the ability to build effective working relationships to enhance credibility in daily activities
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

## **REQUIREMENTS**

### **Education**

Required Education and Experience - Bachelor's Degree in Business Administration with a major in Accounting, Finance or related field and a minimum of 8 years of audit experience in public practice or industry - 4 or more years of supervisory experience of audit personnel in an Organization with similar internal structure to LUMA Preferred Education and Experience - Master's Degree in Business Administration with a major in Accounting, Finance or related field and a minimum of 5 years of audit experience in public practice and/or industry - Valid driver's License

### **Experience**

### **License/Certifications**

- Certified Information Systems Auditor (CISA) and/or Certified Internal Auditor (CIA) are preferred - Professional accounting designation as "Certified Public Accountant" (CPA) is desired

### **Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over-30 LBS - Vision - Vision acuity to operate vehicle - Hearing - N/A

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Manager, Insurance and Claims

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the collection of renewal data, marketing, and procurement of insurance for the company in close association with the Director. Also oversees the reporting, oversight, reviews, and trending of company claims, including historical claims that are not yet settled. This person will lead a team of people and will be responsible for managing insurance coverages needed to protect the company and will lead the effort to identify, investigate and close claims in a timely manner.

**JOB DESCRIPTION:**

- Plans and coordinates the insurance renewal process with a focus on obtaining pertinent and timely renewal data.
- Prepares renewal submissions in close contact with outside insurance brokers.
- Knowledgeable in typical insurance coverages such as General Liability, Auto and Property, among others.
- Manages coverages and associated policy documentation
- Also responsible for the management and oversight of insured claims and claims within the SIR or Deductible, including filing of claims with the appropriate parties
- Determines liability, reviews coverages, and settles certain claims.
- Ability to negotiate with claimants, attorneys, brokers, and insurance carriers.
- Able to effectively manage a mature claims load, including maintaining appropriate diaries on all assigned claims to ensure proper claim handling.
- Monitors claims filed against company for adequate reserves, proper and complete investigation, accurate evaluation, correct and timely negotiation and suitable compromise settlements.
- Demonstrates leadership and supervisory ability by motivating others, making decisions, and leading the team.
- Excellent interpersonal, organizational, analytical, creativity and problem-solving abilities.
- Self-starter who is detail-oriented, organized, and able to work independently while supporting the needs of the team.
- Proficient Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset
- Advanced Microsoft Office skills in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint
- Punctual and dependable employee who can prioritize and meet competing deadlines.
- High level of professionalism as this employee will work closely with executive management.
- Performs other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in accounting, Finance or Business Administration

**Experience**

Required: - Experience in corporate claims and insurance Preferred: - Experience in large commercial casualty and property insurance

**License/Certifications**

Required: - Insurance or Claims designations helpful and must be willing to obtain further Licenses/Certifications in their area of expertise.

#### Travel Requirements

Travels: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Compliance and Audit Specialist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Compliance & Audit Specialist will play a key role in the development of policies, procedures and plans in all areas of information and operational security, including physical security. You will apply your industry knowledge to draft documents in support of regulatory compliance and cybersecurity standards; and furthermore, on a day-to-day basis you can expect to be involved in incident response activities and participating in the review of relevant data and information related to data protection, user access review programs, third-party audits and compliance program, log reports, and other restricted information. As a security professional, you will apply best practices and international cybersecurity standards, including COBIT, NERC CIP, ISA/IEC 62443 and ISO and NIST standards.

**JOB DESCRIPTION:**

- Plan and execute security risk assessments across LUMA with a focus on compliance and regulatory requirements and as per the requirements of the LUMA Cybersecurity Controls (LCC) Program.
- Performs internal compliance assurance and risk assessments and lead investigations to ensure technology projects are secure by design and the information and operational technology environments remain secure.
- Security project advisor responsible for ensuring technology projects are secure by design
- Providing awareness and training sessions on cybersecurity and physical security.
- Staying up-to-date with industry trends in cybersecurity and physical security, available commercial technologies, regulations and best practices.
- Travelling to LUMA sites, both to their offices and their operating sites and facilities.
- In accordance with the Security & Compliance policies and guidelines, contributes to the development and strengthening of Cybersecurity policies and guidelines.
- Perform security assessments, identify gaps in existing security architecture, and recommend changes or improvements.
- Assist in developing a disaster recovery and business continuity plan. Identify and prioritize system functions required to promote continuity and availability of critical business processes such that in the circumstance of system failure critical business functions are restored or recovered promptly.
- Design and execute audit procedures to assess and measure company compliance with its security policies and procedures, including coordinating third-party audits.
- Participates in storm restoration as assigned.
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in a related discipline, Cybersecurity certification or training and at least 5 years' experience in cybersecurity risk management programs. Preferred: - Knowledge of NERC CIP, and the NIST Cybersecurity Framework is required

**Experience**

Required: - At least 10 years' experience planning initiatives that have both short-term, tactical impact, while also moving the organization forward toward longer-term strategic goals Preferred: - Experience working in Critical Infrastructure / OT Operations is preferred

#### License/Certifications

Required: - At least one of the following: CRISC, CISA, CISM, or CISSP Preferred: - Additional Technology and Cybersecurity certifications - NIST CSF

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Frequently - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 10 - 30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions:

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**JOB TITLE:** Associate GIS Technologist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The GIS Technologist (Associate), under the direction of the Analyst for guidance and development, is responsible for maintaining and supporting all GIS related tasks and activities used by both IT and OT.

**JOB DESCRIPTION:**

- Performs the addition/modification of data sets and materialized views as directed by the Analyst - Establishes report schedules and monitors the running of reports - Follows established processes to ensure data integrity and accuracy as required by the business - Facilitate integration of GIS data into other business systems as required by the business - Basic understanding of GIS systems and their use, database tables and views, able to write basic SQL queries to report on data, and proficient with Windows Operating systems and products - Monitor database health and performance under direction of the analyst and work with the Hardware/Cloud teams to ensure performance - Provide Tier 2 end user support - Follow and contribute to the Safety Program to foster a Safety culture. Add safety features into GIS - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

Education

Required Education: • Minimum 2-year Technical IT diploma Preferred Education • 2-year Technical IT diploma with experience in Hexagon's G/Technology, SQL, databases, mapping.

Experience

Required Experience: • > 1 Year Preferred Experience: • Experience working on or operating the Electric Distribution network. - •> 3 Years

License/Certifications

N/A

Travel Requirements

Travels: No Percent of time: No Overnight required: No

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions



- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Associate GIS Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The GIS Analyst (Associate), under the direction of the Analyst for guidance and development, is responsible for maintaining and supporting all GIS related tasks and activities used by both IT and OT.

**JOB DESCRIPTION:**

- Performs the addition/modification of data sets and materialized views as directed by the Analyst - Establishes report schedules and monitors the and running of reports - Follows established processes to ensure data integrity and accuracy as required by the business - Facilitate integration of GIS data into other business systems as required by the business. - Basic understanding of GIS systems and their use, database tables and views, able to write basic SQL queries to report on data, and proficient with Windows Operating systems and products - Monitor database health and performance under direction of the analyst and work with the Hardware/Cloud teams to ensure performance - Provide Tier 2 end user support - Follow and contribute to the Safety Program to foster a Safety culture add safety features into GIS - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

Education

Required: - Minimum 2-year Technical IT diploma Preferred: - 2-year Technical IT diploma

Experience

Required: - Minimum of 1 year of experience in the applied position. Preferred: - Experience in Hexagon's G/Technology, SQL, databases, mapping. - Experience working on or operating the Electric Distribution network. - Minimum of 3 years of work experience in an electrical distribution network.

License/Certifications

N/A

Travel Requirements

Travels: No

Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A -

Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Project Manager, Mechanical Services

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Project Manager (PM) will lead the initiation, execution, and closing phases concerning any and all Mechanical projects. The position is tasked with ensuring that the projects follow internal management processes. Some of these activities will include creating project charters, estimating using historical costs, experience, schedule tracking, cost forecasting, project close, and lessons learned. The PM would be required to lead relatively difficult projects. The PM is responsible for the overall success of all aspects of the project and will be able to work with limited support.

**JOB DESCRIPTION:**

- Performs field check assessments. - Manage product development activities including engineering studies, feasibility studies, cost estimates, implementation of standard and non-standard specifications, drawing board layout and interpretation, and development of performance or maintenance requirements. - Execute test and qualification for systems, sub-systems, and components. Review test results in relation to design or rated specifications and test objectives and recommend modification or adjustments of equipment to meet specifications. - Test models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification. - Review parts, specifications, designs, or sketches for machines, components, systems or work orders / purchase requests - Developing white papers and technical design documentation of new or special case designs, studies, etc - Providing design and engineering analysis to determine cost-effectiveness of mitigation measures to formulate an eligible scope of work. - Monitors the regular schedule updates from the project team members to identify impacts on critical path activities; mitigate and negotiate if required. - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as AUTOCAD, Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Ensures that all the project documents for project close are assembled and forwarded as per the process. - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals. - Perform major storm restoration work and associated drills as assigned. - Follows all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Mechanical Engineering required or related discipline

Experience

Required: - Designing, producing, and operating machinery and mechanical systems - 10+ years of progressive facilities experience

#### License/Certifications

Required: - Possess valid Class 5 driver's license. - Professional engineering (PE) license Preferred: - Project Management Professional Designation

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes, when required

#### Physical Demands

- Stationary Position -Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over – 10-30 LBS - Vision – Vision acuity to operate vehicle - Hearing  
– Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts – N/A - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather condition\_\_none\_\_\_\_\_

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**JOB TITLE:** Drafter

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is technical work that involves the application of knowledge of drafting techniques, methods and practices in the development of maps, charts, drawings and plans for engineering projects, standards and specifications of major importance, using the mechanized system and available auxiliaries or manually when such system is out of service. Work is performed from field notes, sketches and general instructions from the engineers and is performed under general supervision with ample room for independent action.

**JOB DESCRIPTION:**

' - Performs drafting work in the preparation and development of detailed and scaled engineering drawings of concrete and steel structures and complex mechanical and electrical installations, using AutoCAD and other appropriate programs and applications for mechanized systems. - Prepares schematic drawings, detail drawings, sectional drawings and diagrams related to complex engineering projects and/or standards. - Prepares isometric and perspective drawings of structures, or part of them, and materials. - Determines and draws projections (layout) of equipment and other facilities. - Prepares computations related to drawing jobs. - Enters data into computer including computations to draw construction standards, topographical maps, location of levels and elevations, and other natural details. - Prepares original plans and detailed plans of land, as well as monoline plans of power lines and equipment and keeps a file of them, as required. - Maintains up to date electrical plans recording all alterations and improvements to primary feeders, series circuits, substations, lines and related equipment, as required. - Prepares and submits construction estimates for locating, relocating and installing lines or equipment, as required. - Use of equipment such as computer and/or video terminals, microform, printers, calculators, photocopiers, plotters and other similar equipment in the performance of his/her duties. - Makes trips to projects to verify and/or correct data collected. - Prepares bills of materials. - Prepares weekly and monthly reports of activities performed. - Drives a light motor vehicle in the performance of duties. Inspects assigned vehicle prior to departure, makes minor repairs in cases of unforeseen situations, such as changing tires, and informs supervisor of deficiencies or malfunctions observed in the vehicle, such as: missing horn, lights, spare tires and license plates; loose brakes and worn tires. - Receives instructions from his supervisor, who reviews the work mostly upon completion to verify correctness. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Certification or Associate Degree in Draftsperson from a technical college or university.

Preferred: - Membership of the College of Draftsperson of Puerto Rico.

**Experience**

Required: - Three (3) years of related experience. - Familiar with the operation of mechanized equipment such as: computer and/or video terminals, microform, printers, calculators, photocopiers and other similar equipment. - Proficiency and experience in AutoCAD, Adobe Acrobat and other applicable programs and application software for mechanized systems.

#### License/Certifications

Required: - Possess a Draftsman's License as issued by the Board of Examiners of Professional Draftsmen of Puerto Rico. - Possess a valid driver license.

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - Less than 5 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_ - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

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**JOB TITLE:** Database Administrator

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Data Base Administrator role is responsible for the availability, security, support and integrity of the LUMA database platforms. This includes, but is not limited to, implementation and maintenance of both Oracle and SQL databases, support to operating units and use of various management tools. The DBA Analyst should have a background in database server design and architecture, implementation, database tuning, reporting services and security.

**JOB DESCRIPTION:**

- Performs daily DBA tasks including, but not limited to, verifying daily backups and resolving backup related issues, verifying health check by reviewing database alert log errors and space usage.
- Confirms off-site sync and database scheduled jobs completed successfully.
- Resolves blocking, deadlocking, log shipping, connectivity or security issues.
- Monitors database health and performance using Enterprise Manager (12c and 13c) or queries and provides recommendations based on monitoring results.
- Identifies and tunes poorly performing reports and queries in an efficient and timely manner using Enterprise Manager or queries.
- Keeps up with tickets assigned and provides updates frequently.
- Contributes to DBMS evaluation and selection when needed
- Responsible for the design, development, implementation and maintenance of databases per project, application and user requirements
- Build database systems of high availability and quality depending on each application's and user's requirements
- In accordance to application and end user's information need and views
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in information systems, computer science, information technology or a related discipline or equivalent experience. Preferred: - A bachelor's degree in information systems, computer science, information technology or a related discipline preferred. - Computer Science Degree

**Experience**

Required: - 5 – 7 years' experience in information or operational technology - Minimum of 5 years Oracle database administration experience (Oracle database 11g, 12c, RAC, ASM, Data Guard, RMAN, Enterprise Manager (12c or 13c), Linux, Toad and other Oracle database tools.). - Minimum of 3 years SQL Server database administration experience. (All versions from SQL Server 2012 to SQL Server 2017, knowledge about clustering, always on, and encryption is a plus). Preferred: - Knowledge about Exadata

**License/Certifications**

Preferred: - Oracle Certified Associate - ITIL Foundation - NIST Cybersecurity



#### Travel Requirements

No

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: Seldom  
- Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: n - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Database Administrator Lead

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Database Administrator role is responsible for the availability, security, support and integrity of the LUMA database platforms. This includes, but is not limited to, implementation and maintenance of both Oracle and SQL databases, support to operating units and use of various management tools. The Database Administrator should have a background in database server design and architecture, implementation, database tuning, reporting services and security.

**JOB DESCRIPTION:**

- Performs daily DBA tasks including, but not limited to, verifying daily backups and resolving backup related issues, verifying health check by reviewing database alert log errors and space usage - Confirms off-site sync and database scheduled jobs completed successfully - Resolves blocking, deadlocking, log shipping, connectivity or security issues - Monitors database health and performance using Enterprise Manager (12c and 13c) or queries and provides recommendations based on monitoring results - Identifies and tunes poorly performing reports and queries in an efficient and timely manner using Enterprise Manager or queries - Keeps up with tickets assigned and provides updates frequently - Contributes to DBMS evaluation and selection when needed - Responsible for the design, development, implementation and maintenance of databases per project, application and user requirements - Builds database systems of high availability and quality depending on each application's and user's requirements in accordance to application and end user's information needs and views - Define, enforce and document database policies, procedures and standards - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience Preferred: Bachelor's degree in Information Systems, Computer Science, Information Technology, Computer Science Degree or a related discipline

**Experience**

Required: 5-7 years of experience in Information or Operational Technology Minimum of 5 years Oracle database administration experience (Oracle database 11g, 12c, RAC, ASM, Data Guard, RMAN, Enterprise Manager (12c or 13c), Linux, Toad and other Oracle database tools.). Minimum of 3 years SQL Server database administration experience. (All versions from SQL Server 2012 to SQL Server 2017, knowledge about clustering, always on, and encryption is a plus). Preferred: Knowledge about Exadata

**License/Certifications**

- Oracle Certified Associate - ITIL Foundation - NIST Cybersecurity

#### Travel Requirements

No

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: n - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Energy Irregularities

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Energy Irregularities Supervisor is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of identifying, investigating, analyzing, and preventing cases of theft and other energy irregularities. In addition, this role ensures business operations meet Customer Experience delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes, and procedures. Responsibilities also include developing business cases, assisting with budget and business plan development, and managing expenditures. This role is responsible for leading the Energy Irregularities Team in performing the identification of theft (and other energy irregularities) as well as theft deterrence and monitoring to ensure that theft cases are processed accurately and on a timely basis.

**JOB DESCRIPTION:**

- Perform theft identification and investigation work to resolve key theft issues to support LUMA cash flow and key operational metrics (e.g., DSO). - Utilize software systems (CC&B) to identify theft leads (and other energy irregularities), and initiate service order investigations. - Utilize existing theft analytics and initiate the development and implementation of new theft analytics. - Assess theft management processes and identify, size, and prioritize improvement opportunities to drive continuous improvement. - Manage public anonymous tip hotline and webpage, as well as internal employee tip hotline. - Leverage knowledge and experience to successfully interact and interface within the court system (as needed). - Develop effective working relationships with PREPA attorneys, LUMA attorneys, and third-party legal experts as required. - Develop collaborative workflow processes with intra-Customer Experience Teams other LUMA stakeholder teams. - Leverage technology platform solutions for the efficient and effective management of staff conducting theft investigation work management; enable operational metric / reporting from the work management database solution. - Assess baseline performance metrics as per the O&M agreement (e.g., DSO). - Develop additional performance metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of Payment Processing Team performance; produce relevant performance reports (e.g., monthly, quarterly, annual). - Manage team of Analysts and Customer Care Representatives in the identification, analysis, and processing of theft investigations and other energy irregularities. - Ensure employees are highly motivated and focused on delivering excellence in customer solutions and accurate and timely theft investigations. - Provide support and guidance to Team to resolve situations that are outside of the ordinary or day-to-day practice. - Act as a champion to develop a "safety first" culture within the organization. - Lead by example through personal demonstration of Health, Safety and Environment best practices daily. - Support the Customer Connection and Services area to ensure processes are followed. - Lead assessment to understand root cause and implement corrective actions when targets are not met. - Act as a "champion for change" to ensure that business process and technology improvements are successfully implemented and promoted in the area. - Address day-to-day operating issues and/or escalates to Director as needed or required. - Monitor business metrics and reporting to ensure targets are met. - Monitor and regularly audit the application of company,

government, industry practices to ensure all employees and contractors comply. - Support the creation and maintenance of a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans. - Strong interpersonal and communication skills (both, verbal and written) with the ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Exceptional analytical, decision making, and problem-solving skills with a focus on attention to detail. - Strong organizational planning and development skills with the ability to be resourceful and make prudent decisions in a fast-paced environment. - Foster good relations with local officials. - Follow all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Promote a management style focused on respect and empathy towards the employees.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree.

### **Experience**

- 6+ years related work experience in leading high performing customer service teams. - Experience with theft technology systems. - Experience in developing and delivering training for theft detection and deterrence, and related systems. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies, key account relationship management and stakeholder engagement Preferred - 8+ years related work experience in leading high performing customer service teams.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Senior Substation Tech - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for power system switching in substations, performing maintenance, testing, troubleshooting, repairs, construction, installation and commissioning of substation equipment and protection and control devices. Be available for scheduled standby shifts and respond to trouble calls related to equipment failures, protection and control issues and alarms. Responsible for the substation activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance, testing, construction and commissioning activities on protection and control equipment including but not limited to: – protective relays, protection circuits, and devices related to protection circuits.
- Perform maintenance, testing, construction and commissioning activities on substation equipment including but not limited to: – transformers, circuit breakers, capacitor banks, SVC, high voltage switches, thermal heat scanning inspections, voltage regulators, equipment and safety grounds, metering circuits, protection circuits, control circuits and devices related to control circuits.
- Maintain inspection and test records of maintenance, commissioning and installation activities performed on all substation equipment and protection and control devices.
- Troubleshoot and repair problems with substation and protection and control equipment and/or systems, analyze failures and complete reports.
- Perform power system switching and schedule/hold permits.
- Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adherence to safe work practices, operating company assigned vehicles are key components to the position.
- Understand and comply with established maintenance, testing and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed.
- Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures as well as a realistic estimate of real-time job duration.
- Assist Supervisor by providing on the job coaching and mentoring for new employees.
- Identify improvements to systems/equipment/facilities by completing substation inspections.
- Site related software, programs and deawing interpretation and updating.
- Complete work assignments without direct supervision and act as on-site Employee in Charge as required.
- Take responsibility for the completion of assigned work, update work in an automated system and ensure the work is of the highest possible quality.
- Be on a calendar Standby rotation for 24/7 system operation support.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

- High School diploma or equivalent (GED) - Associate Degree in Engineering - Relevant certification or diploma program in Electrical/power technology or related to protection and control industry from a recognize technical institution

#### Experience

- 3 years of directly related experience - Experience with substation, protection and control related instruments and software applications - Understanding of company safety practices and procedures - Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Valid driver's license Preferred Licenses: - Electrical Technology or electrician certification - Valid First Aid Certification - OSHA Certification - Ability to obtain Commercial Driver's License (CDL)

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Frequently - Kneel: Seldom - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: Outdoor work in hot temperatures, confined space work, aerial work in bucket or AWP. - Other:

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**JOB TITLE:** Apprentice Substation Technician, 4th Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for power system switching in substations, performing maintenance, testing, troubleshooting, repairs construction, installation and commissioning of substation equipment. Be available for scheduled standby shifts and respond to trouble calls related to equipment failures and alarms. Responsible for the substation activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance testing, construction and commissioning activities on substation equipment including but not limited to: - transformer, circuit breakers, capacitor banks, SVC, high voltage switches, thermal heat scanning inspections, voltage regulators, equipment and safety grounds, control circuits and devices related to control circuits. - Performs installation, operation, repair, and maintenance of insulating oil purifying equipment. Fills and tests transformers, circuit breakers, etc. with insulating oil or SF6 gas, as applicable, using the established procedures. - Maintain inspection and test records of maintenance, commissioning and installation activities performed on all substation equipment. - Troubleshoot and repair problems with electrical equipment and/or systems, analyze failures and complete report. - Perform power system switching and schedule/hold permits. - Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adhering to safe work practices, and operating company assigned vehicles are key components to the position. - Understand and comply with established maintenance, testing and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed. - Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures as well as a realistic estimate of real-time job duration. - Assist Supervisor by providing on the job coaching and mentoring for new employees. - Identify improvements to systems/equipment/facilities by completing substation inspections. - Site related drawing interpretation and updating. - Complete work assignments without direct supervision and act as on-site Employee in Charge as required. - Take responsibility for the completion of assigned work and ensure the work is of the highest possible quality. - Be on a calendar Standby rotation for 24/7 system operation support. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- High School diploma or equivalent (GED) - Relevant certification or diploma program in power technology or related to the protection and control industry from a recognized technical or distance learning institution - Associate Degree in Engineering considered an asset

#### Experience

- 3 years of directly related experience - Experience with metering related instruments and software applications. - Understanding of company safety practices and procedures - Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Certification in electrical technology from a recognized technical or distance learning institution - Valid driver's license Preferred License: - Valid First Aid Certification

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Apprentice Substation Technician, 1st Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for power system switching in substations, performing maintenance, testing, troubleshooting, repairs construction, installation and commissioning of substation equipment. Be available for scheduled standby shifts and respond to trouble calls related to equipment failures and alarms. Responsible for the substation activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance testing, construction and commissioning activities on substation equipment including but not limited to: - transformer, circuit breakers, capacitor banks, SVC, high voltage switches, thermal heat scanning inspections, voltage regulators, equipment and safety grounds, control circuits and devices related to control circuits. - Performs installation, operation, repair, and maintenance of insulating oil purifying equipment. Fills and tests transformers, circuit breakers, etc. with insulating oil or SF6 gas, as applicable, using the established procedures. - Maintain inspection and test records of maintenance, commissioning and installation activities performed on all substation equipment. - Troubleshoot and repair problems with electrical equipment and/or systems, analyze failures and complete report. - Perform power system switching and schedule/hold permits. - Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adhering to safe work practices, and operating company assigned vehicles are key components to the position. - Understand and comply with established maintenance, testing and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed. - Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures as well as a realistic estimate of real-time job duration. - Assist Supervisor by providing on the job coaching and mentoring for new employees. - Identify improvements to systems/equipment/facilities by completing substation inspections. - Site related drawing interpretation and updating. - Complete work assignments without direct supervision and act as on-site Employee in Charge as required. - Take responsibility for the completion of assigned work and ensure the work is of the highest possible quality. - Be on a calendar Standby rotation for 24/7 system operation support. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- High School diploma or equivalent (GED) - Relevant certification or diploma program in power technology or related to the protection and control industry from a recognized technical or distance learning institution - Associate Degree in Engineering considered an asset

#### Experience

- 3 years of directly related experience - Experience with metering related instruments and software applications. - Understanding of company safety practices and procedures - Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Certification in electrical technology from a recognized technical or distance learning institution - Valid driver's license Preferred License: - Valid First Aid Certification

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Apprentice Substation Technician, 2nd Period - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for power system switching in substations, performing maintenance, testing, troubleshooting, repairs construction, installation and commissioning of substation equipment. Be available for scheduled standby shifts and respond to trouble calls related to equipment failures and alarms. Responsible for the substation activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance testing, construction and commissioning activities on substation equipment including but not limited to: - transformer, circuit breakers, capacitor banks, SVC, high voltage switches, thermal heat scanning inspections, voltage regulators, equipment and safety grounds, control circuits and devices related to control circuits. - Performs installation, operation, repair, and maintenance of insulating oil purifying equipment. Fills and tests transformers, circuit breakers, etc. with insulating oil or SF6 gas, as applicable, using the established procedures. - Maintain inspection and test records of maintenance, commissioning and installation activities performed on all substation equipment. - Troubleshoot and repair problems with electrical equipment and/or systems, analyze failures and complete report. - Perform power system switching and schedule/hold permits. - Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adhering to safe work practices, and operating company assigned vehicles are key components to the position. - Understand and comply with established maintenance, testing and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed. - Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures as well as a realistic estimate of real-time job duration. - Assist Supervisor by providing on the job coaching and mentoring for new employees. - Identify improvements to systems/equipment/facilities by completing substation inspections. - Site related drawing interpretation and updating. - Complete work assignments without direct supervision and act as on-site Employee in Charge as required. - Take responsibility for the completion of assigned work and ensure the work is of the highest possible quality. - Be on a calendar Standby rotation for 24/7 system operation support. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- High School diploma or equivalent (GED) - Relevant certification or diploma program in power technology or related to the protection and control industry from a recognized technical or distance learning institution - Associate Degree in Engineering considered an asset

#### Experience

- 3 years of directly related experience - Experience with metering related instruments and software applications. - Understanding of company safety practices and procedures - Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Certification in electrical technology from a recognized technical or distance learning institution - Valid driver's license Preferred License: - Valid First Aid Certification

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Substation Technician - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for power system switching in substations, performing maintenance, testing, troubleshooting, repairs construction, installation and commissioning of substation equipment. Be available for scheduled standby shifts and respond to trouble calls related to equipment failures and alarms. Responsible for the substation activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance testing, construction and commissioning activities on substation equipment including but not limited to: - transformer, circuit breakers, capacitor banks, SVC, high voltage switches, thermal heat scanning inspections, voltage regulators, equipment and safety grounds, control circuits and devices related to control circuits. - Performs installation, operation, repair, and maintenance of insulating oil purifying equipment. Fills and tests transformers, circuit breakers, etc. with insulating oil or SF6 gas, as applicable, using the established procedures. - Maintain inspection and test records of maintenance, commissioning and installation activities performed on all substation equipment. - Troubleshoot and repair problems with electrical equipment and/or systems, analyze failures and complete report. - Perform power system switching and schedule/hold permits. - Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adhering to safe work practices, and operating company assigned vehicles are key components to the position. - Understand and comply with established maintenance, testing and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed. - Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures as well as a realistic estimate of real-time job duration. - Assist Supervisor by providing on the job coaching and mentoring for new employees. - Identify improvements to systems/equipment/facilities by completing substation inspections. - Site related drawing interpretation and updating. - Complete work assignments without direct supervision and act as on-site Employee in Charge as required. - Take responsibility for the completion of assigned work and ensure the work is of the highest possible quality. - Be on a calendar Standby rotation for 24/7 system operation support. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- High School diploma or equivalent (GED) - Relevant certification or diploma program in power technology or related to the protection and control industry from a recognized technical or distance learning institution - Associate Degree in Engineering considered an asset

#### Experience

- 3 years of directly related experience - Experience with metering related instruments and software applications. - Understanding of company safety practices and procedures - Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Certification in electrical technology from a recognized technical or distance learning institution - Valid driver's license Preferred License: - Valid First Aid Certification

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Meter Technician - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for working in field metering and substation locations, performing service, repair, calibration, programming and testing activities on metering equipment, completing construction, installation and commissioning of equipment. Take standby and respond to trouble calls related to equipment failures and alarms. The incumbent will be responsible for the service activities of a given geographical area, overnight stays, traveling away from home base and assisting other locations within the group.

**JOB DESCRIPTION:**

- Perform maintenance testing and construction and commissioning activities on equipment e.g. meters, SCADA devices, metering circuits, control circuits and devices related to metering, SCADA and control circuits.
- Maintain records of maintenance, commissioning and installation activities performed on all metering equipment.
- Troubleshoot problems with SCADA & measurement equipment including PLC, RTU and HMI equipment and/or systems, analyzes failures and complete reports.
- Able to identify all health, safety and environmental hazards associated with the work performed, develop and implement safety plans to eliminate or mitigate those hazards. Job safety planning, adherence to safe work practices, operating company assigned vehicles are key components to the position
- Understand and comply with established maintenance and work standards and all corporate policies, practices and procedures as well as all legislative regulations that apply to the work performed.
- Ensure comprehensive, documented job plans exist for all work performed. These job plans include all required tools, test equipment, manpower (including skill level requirements), job steps, hazards/barriers and references to corporate policies, practices and procedures, Government Measurement Regulations as well as a realistic estimate of real-time job duration.
- Assist Supervisor by providing on the job coaching and mentoring for new employees and identify improvements to systems/equipment/facilities
- Site related drawing interpretation and updating
- Complete work assignments without direct supervision and act as on-site Employee in Charge as required
- Take responsibility for the completion of assigned work and ensure the work is of the highest possible quality
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- High School diploma or equivalent - Relevant certification or diploma program related to the industry from a recognized technical or distance learning institution.

**Experience**

- 3 years of directly related experience
- Experience with metering related instruments and software applications.
- Understanding of company safety practices and procedures
- Familiarity of government, industry and company manuals and standards

#### License/Certifications

- Certification in electrical technology from a recognized technical or distance learning institution Valid drivers license - Preferred: Valid First Aid Certification

#### Travel Requirements

80%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Frequently - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Planning Engineer, Trans and Substations

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervising Engineer Transmission and Substation, this position is responsible for coordinating and performing engineering activities related to Transmission Planning. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Perform load and generation interconnection studies and create reports - Assist in the planning of minigrids and backbone transmission planning reinforcement - Development and maintenance of black start strategies - Create planning studies within scope, schedule and cost - Create business cases to justify system improvements - Coordination of planning activities as a member of a multi-disciplinary team of engineers - Lead and support capital maintenance and customer-driven projects - Develop, review and authenticate transmission planning documents - Develop, support and improve transmission single line diagrams - Provide input to support and improve apparatus equipment specifications and procurement - Provide technical support to the Operations team - Follow, develop and improve planning processes and standards - Participate and lead planning initiatives, including presentations to the planning team and senior management - Various reporting to management, Project Manager and project team - Assist the Supervisor, Transmission Planning in managing planning activities - Provide technical support to field organizations - Any and all duties below this classification (Transmission Planning Engineer) - Technical knowledge in power flow, short-circuit, motor starts, and power system transients - Technical knowledge in applicable NERC Standards - Technical knowledge in microgrids and minigrids - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering Preferred Education: - Bachelor of Science Degree in Electrical Engineering

#### Experience

- Minimum five (5) years of experience in a Utility Environment Preferred Experience: - Previous experience working in Transmission, preferably in the transmission planning team of a utility

#### License/Certifications

- Professional Engineer or Professional Licensee designation

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Engineer, Dist Planning

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervising Engineer Distribution , this position is responsible for coordinating and performing engineering activities related to Distribution Planning. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful

**JOB DESCRIPTION:**

- Perform load and DER interconnection studies, including load flow, short-circuit, motor starts, etc., and create reports - Create planning studies within scope, schedule and cost - Create load forecasts - Assist in the planning of microgrids and incorporation of DER and energy storage - Develop distribution protection philosophy, settings, and settings files - Create business cases to justify system improvements - Coordination of planning activities as a member of a multi-disciplinary team of engineers - Lead and support capital maintenance and customer-driven projects - Develop, review and authenticate distribution planning documents - Develop, review and authenticate power quality investigations - Develop, support and improve distribution single line diagrams and distribution system switching diagrams - Provide input to support and improve distribution equipment specifications - Participate in procurement of distribution equipment - Provide field support in power quality troubleshooting activities - Follow, develop and improve planning processes and standards - Participate and lead planning initiatives, including presentations to the planning team and senior management - Various reporting to the Distribution management, Project Manager and project team - Assist the Supervisor, Distribution Planning in managing planning activities - Provide technical support to field organizations - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Technical knowledge in power flow, short-circuit, motor starts, and power quality issues such as harmonics and flicker - Technical knowledge of DER interconnection, Volt-VAR optimization, and other emerging technologies - Technical knowledge in applicable IEEE Standards, such as 1547 and 519 - Technical knowledge in microgrids and minigrids - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering Preferred: - Bachelor of Science Degree in Electrical Engineering

#### Experience

Minimum five (5) years of experience in a Utility Environment Proven experience applying sound judgment to make decisions Preferred: Previous experience working in Distribution, preferably in the distribution planning team of a utility

#### License/Certifications

Professional Engineer or Professional Licensee designation

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Field Lead Survey, Trans Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Land Survey, this position is responsible for leading a surveying crew for various surveying work in the field. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Perform land surveys for various T&D projects, including line routing or rerouting and right of ways - Complete and support land surveys for completeness and accuracy - Coordination of land surveying activities with surveyors - Lead and support land survey work in the field for seismic, civil and geotechnical projects - Work planning, coordination, and cost estimating of field related survey work - Provide land survey support to field organizations - Provide land survey direction to other survey team members - Provide cost estimates for land surveying portion of the proposed project - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Geomatics Engineering preferred.

Experience

Required Education and Experience: - Minimum five (5) years of experience in a land surveying - Working knowledge of the Operations groups & the challenges they face day to day - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Proven experience applying sound judgment to make decisions

License/Certifications

- Land Surveyors License/Certification preferred.

Travel Requirements

Travels: Yes Percent of time: 70% Overnight required: Yes

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Mechanic, Aviation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This is technical work that involves the application of mechanical knowledge related to the repair, conservation and inspection of aircraft. Keep records of the documents required by the Federal Aviation Administration, fly in all aircraft to test the repairs made, detect faults and keep them in optimal service conditions. This position is also responsible for delegating and verifying the work of the Aircraft Mechanic Assistant in the workshop. Receive general instructions from the supervisor who reviews the work to ensure it conforms to established regulations and procedures. We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Monacillos - Río Piedras - Carolina - Canóvanas

**JOB DESCRIPTION:**

- Perform daily aircraft activities without direct supervision, such as but not limited to: a) Coordinate with the Pilots to review aircraft status and forecast downtime b) Continually update the Production Supervisor as to the current aircraft status and discrepancies c) Review aircraft logbooks and component records for discrepancies and complete all required logbook entries per Code of Federal Regulations Code of Federal Regulations CFRs, and General Maintenance Manual GMM d) Perform aircraft maintenance, inspections, and repairs as required e) Comply with Airworthiness Directives and Service Bulletins f) Approve aircraft for return to service after maintenance and inspections - Responsible for general housekeeping of the maintenance area or vehicle, to include proper storage and inventory of tools, equipment, parts, and consumables as required by the GMM. Report all inoperative or faulty equipment/tools to the Production Supervisor - Perform (FOD) Foreign Object Debris inspections of the hangar, helipad, and work areas - Perform receiving inspection of aircraft parts as required by the GMM - Communicate any operational concerns to the PS - Required to drive or assist in driving company vehicles - Must be knowledgeable of the aircraft manufacturer's maintenance manual, aircraft inspection and maintenance program, applicable Code of Federal Regulations CFRs, and General Maintenance Manual GMM - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High school Diploma or GED

Experience

- 2 years experience - Training in the concepts and programs specified in the GMM and company manuals to assure compliance with the applicable programs. - Will attend airframe, power plant, and equipment manufacturers training courses or have had requisite work experience to have proficiency and knowledge of the aircraft being operated. - Initial Win-Air Training. EXAM REQUIREMENTS - Passed the following

exam required for the class of aircraft being maintained: - a) Knowledge Assessment - b) Passed a medical examination

#### License/Certifications

- Valid FAA Airframe and Power Plant Certificate. An Inspection Authorization is a plus, but not required for this position. - Holds a valid DTOP medical certificate and heavy license Category 8- 9 - HAZMAT Management is preferred.

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** BCP and Disaster Recovery Specialist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

You will lead cross-functional efforts to ensure that the IT OT business continuity plans and disaster recovery plans are implemented and that the overall service continuity strategy, processes, and plans and procedures are developed and maintained in alignment to LUMA business objectives and to LUMA risk and readiness factors. You will create and lead a BCP and DR function that allows the organization to deliver its strategic imperatives. The objective of this role is to create transformative, comprehensive and self-sustaining scale and growth capabilities. You will be responsible for identifying, prioritizing and implementing initiatives to ensure that potential disruptions of service are identified and that appropriate mitigate plans are in place in support of these requirements.

**JOB DESCRIPTION:**

- Perform business impact analysis and risk assessments to reduce the likelihood of significant service outage or disasters, including cyber-attacks and natural disasters.
- Design, maintain and communicate service continuity plans for identified business critical systems to ensure ongoing service provision during disaster or similar events.
- Manage the development and implementation of the necessary reviews and tests to underpin the service continuity plan and support both recovery point and recovery time objectives.
- Schedule, activate, observe and report on simulated exercises to evaluate the effectiveness of plans and define amendments as necessary.
- Support the integration of service continuity plans with the broader organizational business continuity plan (BCP) thereby avoiding conflicts and optimizing available resources.
- Assess the impact of changes to systems, applications and infrastructure to determine requirements for IT and OT service continuity.
- Maintain up-to-date plans and processes in an environment of constant change, including technology and application advances.
- Secure resources (people and financial) to fulfil service delivery commitments.
- Competent presentation and interpersonal skills meeting the needs of all levels within the organization up to and including the executive management team.
- Participates in storm restoration as assigned.
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Diploma in Information Systems, Computer Science, Information Technology, or a related discipline

**Experience**

Required: - Minimum of 5 years of related experience in Information Technology and Risk Management - Minimum 3 years' experience of business continuity and disaster recovery planning - Knowledge of NERC CIP, and the NIST Cybersecurity Framework is required Preferred: - Experience working in Critical Infrastructure and OT Operations is preferred

#### License/Certifications

Required: - 1 of CISSP, CISM, CRISC, or CISA or equivalent security certification Preferred: - Additional Technology and Cybersecurity certifications - CCSP, IP Network Training, CCNA - NIST CSF

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Generation Sr Analyst, Insurance and Claims

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This is a senior analytical position that is responsible for high-level administrative activities and the preparation of reports and financial analysis of departmental oversight. The Generation Senior Analyst will work directly with the Insurance & Claims Manager and the Risk Operations Supervisor to direct and carry out all functions of that unit. This position works closely with others and supports the complex tasks of the department by providing problem-solving skills, great communication and lots of enthusiasm towards the work environment.

**JOB DESCRIPTION:**

- Participates in the implementation of work plans, controls, technical and specialized administrative processes, while also looking out for the effectiveness of the programs.
- Prepare reports and financial analysis of insurance and claims data to support policy renewal, management needs and any individual business unit objectives.
- Coordinates collection of renewal data consolidates and analysis to support the Insurance and Claims Manager and allow for the timely marketing of all the company's insurance programs.
- Should be able to serve as a liaison to outside departments to answer basic coverage or exposure questions.
- Self-starter who is detail-oriented, organized, and able to work independently while supporting the needs of the team.
- Punctual and dependable employee who can prioritize and meet competing deadlines.
- High level of professionalism as this employee will work closely with executive management.
- Assist with the preparation of applications in support of the renewal of existing insurance coverages or to secure new insurance coverages.
- Completes year-over-year reviews of insurance policy documentation, noting any differences.
- Coordinates with company directorates and stakeholders, along with company insurance broker to obtain and supply certificates of insurance in a timely manner.
- Supports the development of cost forecasts and summaries of company insurance coverage and similar reports.
- Provide support for the input and tracking of claims for which the department is responsible, including maintaining a database for the open and closed claims.
- Able to aid the department with investigations of claims and helping to monitor caseloads.
- Carry out complex studies and investigations for the writing of reports, updating information and submitting recommendations aimed at measuring efficiency, quality of services and expected results.
- Analyze and assist in the communication of claims loss data into an internal claims framework.
- Maintain up-to-date knowledge of insurance markets and coverage available to keep apprised of developments and trends in the field of insurance and risk management.
- Will work closely with local and international brokers to keep ahead of the renewal process and to help maintain complex insurance and communication files.
- Coordinate the payment of all insurance premium and premium adjustments.
- Able to support Insurance and Claims Manager and the department by learning about the coverages and being able to assist in maintain fleet lists, location data and all other pertinent facts to allow for uninterrupted coverage by the insurance policies.
- Establish relationships with employees and supervisors of your department and other departments to encourage data and workstream sharing and open communication across all directorates.
- Ability to process and follow-up on documents and related assignments.

Advanced Microsoft Office skills in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Proficient Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's degree in Accounting, Finance, or Business Administration

### **Experience**

Required: - Four years of experience with administrative, technical, and specialized activities. Preferred:  
- Experience working in an insurance or claims office

### **License/Certifications**

### **Travel Requirements**

Travels: No

### **Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing  
- Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Sr Analyst, Insurance and Claims

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This is a senior analytical position that is responsible for high-level administrative activities and the preparation of reports and financial analysis of departmental oversight. The Senior Analyst will work directly with the Insurance & Claims Manager and the Risk Operations Supervisor to direct and carry out all functions of that unit. This position works closely with others and supports the complex tasks of the department by providing problem-solving skills, great communication and lots of enthusiasm towards the work environment.

**JOB DESCRIPTION:**

- Participates in the implementation of work plans, controls, technical and specialized administrative processes, while also looking out for the effectiveness of the programs.
- Prepare reports and financial analysis of insurance and claims data to support policy renewal, management needs and any individual business unit objectives.
- Coordinates collection of renewal data consolidates and analysis to support the Insurance and Claims Manager and allow for the timely marketing of all the company's insurance programs.
- Should be able to serve as a liaison to outside departments to answer basic coverage or exposure questions.
- Assist with the preparation of applications in support of the renewal of existing insurance coverages or to secure new insurance coverages.
- Completes year-over-year reviews of insurance policy documentation, noting any differences.
- Coordinates with company directorates and stakeholders, along with company insurance broker to obtain and supply certificates of insurance in a timely manner.
- Supports the development of cost forecasts and summaries of company insurance coverage and similar reports.
- Provide support for the input and tracking of claims for which the department is responsible, including maintaining a database for the open and closed claims.
- Able to aid the department with investigations of claims and helping to monitor caseloads.
- Carry out complex studies and investigations for the writing of reports, updating information and submitting recommendations aimed at measuring efficiency, quality of services and expected results.
- Analyze and assist in the communication of claims loss data into an internal claims framework.
- Maintain up-to-date knowledge of insurance markets and coverage available to keep apprised of developments and trends in the field of insurance and risk management.
- Will work closely with local and international brokers to keep ahead of the renewal process and to help maintain complex insurance and communication files.
- Coordinate the payment of all insurance premium and premium adjustments.
- Able to support Insurance and Claims Manager and the department by learning about the coverages and being able to assist in maintain fleet lists, location data and all other pertinent facts to allow for uninterrupted coverage by the insurance policies.
- Establish relationships with employees and supervisors of your department and other departments to encourage data and workstream sharing and open communication across all directorates.
- Ability to process and follow-up on documents and related assignments.
- Use word processors and computer applications to develop and maintain databases, reports, and communications.
- Self-starter who is detail-oriented, organized, and able to work independently while supporting the needs of the team. Punctual and dependable employee who can prioritize and meet competing deadlines.

- High level of professionalism as this employee will work closely with executive management. - Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Four years of experience with administrative, technical, and specialized activities. Preferred: - Experience working in an insurance or claims office

### **License/Certifications**

Insurance or claims designations and certifications is a plus

### **Travel Requirements**

Travel: No

### **Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Sr CX Advisor, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Senior Customer Experience Advisor (SCXA) is responsible for managing all types of interactions with customers, as well as customer escalations and complaints from Associate Customer Experience Advisors (ACXAs) and Customer Experience Advisors (CXAs), which require a higher level of research accompanied by corrective actions with the customer and their account. The SCXA will own the escalated issue, diagnose the problem, take actions to resolve the situation, communicate with the customer regarding actions taken, and document the escalation and corrective actions within CC&B. The SCXA may also handle issues for commercial accounts. Additionally, the Senior Customer Experience Advisor (SCXA) may serve as a subject matter expert for process improvement initiatives, and as a team lead supporting Associate Customer Experience Advisors (ACXA) and Customer Experience Advisors (CXA) by helping on customer interactions. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, night and weekends shifts.

**JOB DESCRIPTION:**

- Own customer escalations and complaints from identification to resolution - Resolve the most sensitive and critical customer complaints - Provide a positive customer experience by showing empathy and understanding while ensuring the customer that situation is owned to resolution. Initiate an outbound call if needed or requested by the customer - Negotiate account resolution with the customer as appropriate - Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to drive issue resolution and support a positive customer experience - Assist in the identification and development of creative solutions to support a positive customer experience and reduce future customer inquiries and complaints - Provide feedback and expertise on processes and procedures as a Subject Matter Expert - Support the Supervisor by helping and coaching to ACXAs and CXAs on customer interactions - Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook) - Proficiency in utilizing CC&B functionality - Demonstrates strong interpersonal skills through effective verbal and written communication with a focus on customer service and the ability to manage and resolve conflict - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

**Education**

- High School Diploma or Equivalent (GED)

**Experience**

- +3 Years of experience Preferred: - +3 Years in contact center or customer service

**License/Certifications**

- N/A

#### Travel Requirements

- N/A

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: V20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** EMS Real Time Systems Analyst (OT)

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The EMS Real Time Systems Analyst is responsible for the overall health and operations the SCADA and EMS systems used by the Electric Transmission operators. This includes verifying/approving the adding/removing/modifying substation points and SLD's to the SCADA system. The analyst will be responsible for assuring overall system monitoring and health under guidance from his team lead. The Transmission Applications Analyst is the OT liaison to the System Control Center for any changes to the transmission control center including change approvals and implementations.

**JOB DESCRIPTION:**

- Oversees the add/remove/modify of SCADA points and Single Line diagrams to the SCADA system.
- Provides guidance and technical expertise to less experienced staff and end-users on use, enhancements and problems.
- Has oversight of the commissioning of new substations to the SCADA system.
- Ensure data integrity throughout connected systems by following naming conventions and processes.
- Ensuring the Test environments and Operator Training Simulators databases and systems are updated and synchronized.
- Provide control room operator support on SCADA applications.
- Participate in a 24/7 rotational on-call support model.
- Follow and contribute to the Safety Program to foster a Safety culture.
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures.
- Required to work additional hours as needed.
- Performs other duties as assigned.
- Knowledge of SCADA, RTU's, protocol analyzers are required.
- Ability to configure and troubleshoot applications, networks, servers, databases and desktop computers.
- Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, Cisco and databases. Must be able to write/debug scripts used in each.

**REQUIREMENTS**

**Education**

Required: - Minimum 2-year Technical IT diploma Preferred: - 2-year Technical IT diploma

**Experience**

Required: - 1 Year experience in operating systems and networking Preferred: - 3 Years experience in networking, databases, Telecom systems and substation control experience

**License/Certifications**

Preferred: - Introduction to SCADA and IoT - Microsoft Certified Solutions Associate (MCSA) - Linux Administration - LAN/WAN Network administration

**Travel Requirements**

Travels: Yes Percent of time: 30% Overnight required: No

**Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Supervisor, Accounting Property

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Accounting Property is responsible for accuracy of costs being capitalized, timely closing and unitization of utility construction work orders and maintenance of the continuing property records system under the supervision of the Manager, Plant Accounting. This includes estimating the plant account classification of completed construction not classified as well as the input and monitoring of monthly depreciation rates and expenses. In addition, the role is responsible for monthly project reporting preparation and review including Federal Funding requests.

**JOB DESCRIPTION:**

'- Oversee the review of open construction work orders and follow up with project managers on timing for completion and any expected trailing costs and obtain all necessary closing paperwork - Oversee the review of work order costs to identify any mis-recorded transactions, Comparison of project costs versus budget to determine that costs recorded are appropriate and that the project scope has not changed - For completed projects, determine the appropriate estimated plant account classification for the work order costs to be recorded as completed construction not classified - Unitize completed work orders by determining the direct cost of the various retirement units included in the work order, developing and applying the appropriate allocation methodologies to allocate indirect costs and closing the retirement units to the Continuing Property Record system - Oversee the review of monthly depreciation expense - Monitors workloads, prioritizes needs and utilizes resources to meet deadlines and produce required deliverables - Proficient in Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Strong analytical, problem-solving/troubleshooting skills - Strategic thinker with the ability to understand how plant accounting influences and impacts the business - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written and oral communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

Experience

Required: - Experience in financial accounting and reporting, sound knowledge of utility accounting and cost accounting concepts - Minimum of 6 years of experience in cost accounting and leadership responsibilities Preferred - + 6 years of utility plant accounting experience - Experience with Oracle

#### License/Certifications

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Dist Operator

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Assists in the coordination and supervision of activities of some complexity and considerable scope related to the operation of the local Operations Center control teams for the management of distribution operations. Assists in the coordination and control of distribution system operations related to the opening and closing of switches, disconnectors, fuses, bridges, grounding and other devices of the distribution lines to implement projects for the installation, repair, and maintenance of distribution system lines. Ensures compliance with applicable rules, procedures, quality standards, policies and regulations. Acts with defined freedom to exercise his or her judgment and discretion in decision-making within defined objectives and in accordance with established rules and consults with superiors on matters outside the procedures and rules established to ensure quality and efficiency of the service.

**JOB DESCRIPTION:**

- Organizes, coordinates and assists in the technical supervision of operations to open and close switches to implement projects for the installation, repair, and maintenance of distribution system lines
- Supervises and ensures that the work is carried out within the established program and in accordance with applicable norms, procedures, policies, safety regulations and regulations
- Authorizes the operation of scheduled and emergency open routes to ensure compliance with safety standards and procedures
- Coordinates outages for construction, maintenance and commissioning on company facilities and interconnections with neighboring regions
- Monitors maintenance and repair orders to expedite the correction of defects in the distribution system; ensures results and quality of services
- Maintains awareness and knowledge of the administration of the joint operating agreements between utilities and generators
- Implement contingency plans to respond to emergencies and labor disputes that may affect safety and the service
- Directs field operations personnel with respect to applicable services, policies, safety standards, regulations and procedures
- Prepares reports and logs the activities carried out and the daily events of the operation, together with any defects detected
- Updates knowledge related to his or her field of work and participates in training sessions, seminars, courses and other ongoing educational activities
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Associate Degree in Electrical or Electronic Technology from an accredited university or college.

**Experience**

- One year of work experience in the repair and maintenance of the electric power transmission and distribution system. - 1+ Year

**License/Certifications**



- Driver's License

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Sr Dist Operator

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Assists in the coordination and supervision of activities of some complexity and considerable scope related to the operation of the local Operations Center control teams for the management of distribution operations. Assists in the coordination and control of distribution system operations related to the opening and closing of switches, disconnectors, fuses, bridges, grounding and other devices of the distribution lines in order to implement projects for the installation, repair, and maintenance of distribution system lines. Ensures compliance with applicable rules, procedures, quality standards, policies and regulations. Participate in the training, mentoring and support of junior operators. Acts with defined freedom to exercise his or her judgment and discretion in decision-making within defined objectives and in accordance with established rules and consults with superiors on matters outside the procedures and rules established to ensure quality and efficiency of the service. All work schedules are available and established for eight (8) hours rotating shifts: mornings, evenings, and nights.

**JOB DESCRIPTION:**

- Organizes, coordinates and assists in the technical supervision of operations to open and close switches in order to implement projects for the installation, repair, and maintenance of distribution system lines - Supervises and ensures that the work is carried out within the established program and in accordance with applicable norms, procedures, policies, safety regulations and regulations - Authorizes the operation of scheduled and emergency open routes to ensure compliance with safety standards and procedures - Coordinates outages for construction, maintenance and commissioning on company facilities and interconnections with neighboring regions - Monitors maintenance and repair orders to expedite the correction of defects in the distribution system; ensures results and quality of services - Maintains awareness and knowledge of the administration of the joint operating agreements between utilities and generators - Implement contingency plans in order to respond to emergencies and labor disputes that may affect safety and the service - Directs field operations personnel with respect to applicable services, policies, safety standards, regulations and procedures - Prepares reports and logs the activities carried out and the daily events of the operation, together with any defects detected - Updates knowledge related to his or her field of work and participates in training sessions, seminars, courses and other ongoing educational activities - Provides input to internal and external policies and procedures for the operations of the company electrical system - Provides technical guidance to less experienced operators - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Associate Degree in Electrical or Electronic Technology from an accredited university or college.

#### Experience

- One year of work experience in the repair and maintenance of the electric power transmission and distribution system. - 1+ year

#### License/Certifications

- Driver's License.

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Analyst, Workforce Management Forecast and Schedule

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Workforce Management Forecast and Schedule Analyst is responsible for forecasting interaction volume demand and planning for sufficient staff and facilities to meet that demand within Contact Center goals (customer experience, service level, performance metrics, etc.). The role is responsible for all components of Workforce Management (WFM), including multiple phases of forecasting and scheduling including long medium, and short-term projections.

**JOB DESCRIPTION:**

- Need to be analytical with solid mathematical and problem-solving skills
- Utilizing strong computer skills, conduct work in industry-standard Workforce Management (WFM) software solution
- Forecast call volume and average call length for each half-hour interval, day, week, and month of the year
- Develop comprehensive and attainable short- and long-term plans for the number of staffing resources that will be required to manage the forecasted demand while looking for opportunities to continually improve the business
- Consider all contingencies when developing plans including building allowances for delays and problems.
- Proactively and effectively respond to rescheduling requirements to accommodate unexpected changes, delays, and emergencies
- Coordinate and track staffing variances, such as overtime, undertime, and exceptions
- Develop a master schedule to ensure all areas of the Contact Center operate efficiently and support a positive customer experience
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook)
- Advanced business process analysis, general analytical, and problem-solving skills
- Strong organizational skills and self-motivated with the ability to work independently in a complex and dynamic environment
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

- Bachelor's Degree

**Experience**

- 3+ Years of experience as an analyst, preferably in a customer service environment.
- General knowledge of electric utility business processes and the IT systems that support them, contact center operations, including routing flows and skills.
- Project management skills and experience in managing multiple initiatives of various scope and size.
- Quality, data analytics and process improvement experience

Preferred:

- 6+ Years
- Experience working in Workforce Management in a Contact Center.

**License/Certifications**

- N/A

#### Travel Requirements

- N/A

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Vision Corrected - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Analyst, Workforce Mgmt Intraday and Real Time Adherence

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Workforce Management Intraday / Real-time Adherence Analyst is responsible for monitoring real-time adherence to schedules by Associate Customer Experience Advisors (ACXAs), Customer Experience Advisors (CXAs), and Senior Customer Experience Advisors (SCXA), adjusting staffing levels, and coordinating exceptions to schedules. This may include managing staffing “shrinkage” including time off requests, meeting & training requests, and coordinating overtime or undertime needs.

**JOB DESCRIPTION:**

- Need to be analytical with solid mathematical and problem-solving skills
- Conduct work in industry-standard Workforce Management (WFM) software solution
- Using advanced business process analysis, and data analytic and problem-solving skills.
- Coordinate staffing levels for contact center intraday for each half-hour interval throughout a workday and in short-term schedules
- Coordinate with contact center supervisors and managers for meeting and training requests to ensure that proper staffing levels are maintained
- Process requests for time off from ACXAs, CXAs, and SCXAs, coordinating with supervisors as needed
- Track reports of callouts from ACXAs, CXAs, and SCXA reporting in as sick or unable to work
- Consideration to all contingencies when developing plans including building allowances for delays and problems while looking for opportunities to continually improve the business
- Proactively and effectively respond to rescheduling requirements to accommodate unexpected changes, delays, and emergencies
- Coordinate and track staffing variances, such as overtime, undertime, and exceptions
- Strong organizational skills and self-motivated with the ability to work independently in a complex and dynamic environment
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook)
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

- Bachelor’s Degree

**Experience**

- 3+ Years of experience in workforce management or scheduling
- General knowledge of electric utility business processes and the IT systems that support them
- General knowledge of contact center operations, including routing flows and skills
- Project management skills and experience in managing multiple initiatives of various scope and size
- Advanced business process analysis and analytical skills
- Quality, data analytics and process improvement experience
- Preferred: - 6+ Years of experience working in Workforce Management in a Contact Center

**License/Certifications**

- N/A

#### Travel Requirements

- N/A

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Vision Corrected - Hearing - Receive  
detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions\_\_\_\_\_

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COMPENSATION AND TRAINING.**



**JOB TITLE:** Network Technologist

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for coordinating, planning, scheduling and directing the work of a team permanently assigned to support LAN based IP networks and equipment. This includes maintenance, upgrades and configuration of IP network devices for end users and network access at the application layer between applications and servers. Equipment this role will be responsible for is routers, switches and firewalls. This is a very hands-on position.

**JOB DESCRIPTION:**

- Monitor, review and fix any network related on connectivity issues. - Understanding and use NMS tools, Ethernet Testers. - Assist the Cyber security group with firewall configuration, testing and management - Provision network connectivity for RTU's at Telecom sites, substations, control centers and data centers - Provide network and Wi-Fi connectivity at the main offices - Update and test configuration changes through proper change management processes - Harden network equipment using CIS best practices providing evidence to the Cyber Group - Ensure redundancy and route diversity is in place and tested for critical systems and applications - Provides technical expertise to end users and application SME's. - Must be proficient in Windows Server 2016 Active Directory, Windows 10, LAN Networks, Linux Distro's, OSI Pi, VMWare - Perform major storm restoration work and associated drills as assigned - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Minimum 2-year Technical IT diploma with experience in IP routing and networking Preferred: - 2-year Technical IT diploma with IP Network and MPLS training. CISCO CCNA will be an asset

**Experience**

Required: - Use of NMS and related IP tools and analysers. Ability to configure desktops to connect to networks - 3 years of experience in the requested position Preferred: - Experience in managing firewalls, routers, IP switches and terminal servers. - 6 Years of experience in the requested position

**License/Certifications**

Preferred: - Microsoft Certified Solutions Associate (MCSA) - CISCO, CCNA - MPLS Admin

**Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

**Physical Demands**



- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: - Other: N/S

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**JOB TITLE:** Analyst, Infrastructure Support, OT

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Analyst is responsible for the overall health and operation of hardware used to run the networks, OT systems, this includes ensuring the hardware is reliable, available and performing as per design. The Analyst will ensure cyber controls are implemented and captured as per the Cyber and Governance teams and work with application users to resolve issues, drive improvements and implement life cycle replacements. The Analyst will mentor and coach Analyst Associates to ensure system availability, asset life cycle principles are followed, and that the hardware always meets the minimum hardware requirements specified by the application vendor.

**JOB DESCRIPTION:**

- Monitor, repair and upgrade hardware which includes servers, Virtual machines and mass storage devices
- Patching – evaluate, report, test, apply patches to all operating systems and any identified OT applications as per the patch process.
- Deploy, manage and monitor AntiVirus solutions. Monitor system information and events to ensure system health
- Responsible for the configuration of the operational technology side of Active Directory and Group policy, and the integration with applications
- Work closely with the LAN and Application team leads to drive improvement, configuration changes and trouble calls. Identify application problems to peer groups to follow up through vendors if required.
- Ensure hardware and systems are hardened to CIS best practices. Work closely with the Cyber security team to ensure compliance and provide evidence to the various compliance standards
- Provides technical expertise to end users and application SME's
- Stay abreast of new technology and technological advancements for Operating systems and hardware alike
- Ability to configure and troubleshoot applications, networks, servers and desktop computers
- Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, VMWare
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Minimum 2-year Technical IT diploma Preferred: - 2-year Technical IT diploma with MCSA certification and experience with server hardware, asset life cycle and Virtualization.

**Experience**

Required: - Experience in server hardware and VMWare. - Experience configuring Windows and Linux servers. Experience configuring and maintaining mass storage devices (SAN, NAS). - 3 Years of experience in a related field Preferred: - Experience with server hardware, asset life cycle and Virtualization. - Experience working in a Control Room will be an asset. - 6 Years in related field

**License/Certifications**

Preferred: - Microsoft Certified Solutions Associate (MCSA) - Linux Administration - VMWare - Mass Storage

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: No

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Analyst, Infrastructure Support, IT

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Analyst is responsible for the overall health and operation of hardware used to run the networks, IT systems, this includes ensuring the hardware is reliable, available and performing as per design. The Analyst will ensure cyber controls are implemented and captured as per the Cyber and Governance teams and work with application users to resolve issues, drive improvements and implement life cycle replacements. The Analyst will mentor and coach Analyst Associates to ensure system availability, asset life cycle principles are followed, and that the hardware always meets the minimum hardware requirements specified by the application vendor.

**JOB DESCRIPTION:**

- Monitor, repair and upgrade hardware which includes servers, Virtual machines and mass storage devices
- Patching – evaluate, report, test, apply patches to all operating systems and any identified IT applications as per the patch process.
- Deploy, manage and monitor AntiVirus solutions. Monitor system information and events to ensure system health
- Responsible for the configuration of the operational technology side of Active Directory and Group policy, and the integration with applications
- Work closely with the LAN and Application team leads to drive improvement, configuration changes and trouble calls. Identify application problems to peer groups to follow up through vendors if required.
- Ensure hardware and systems are hardened to CIS best practices. Work closely with the Cyber security team to ensure compliance and provide evidence to the various compliance standards
- Provides technical expertise to end users and application SME's
- Stay abreast of new technology and technological advancements for Operating systems and hardware alike
- Ability to configure and troubleshoot applications, networks, servers and desktop computers
- Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, VMWare
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Minimum 2-year Technical IT diploma Preferred: - 2-year Technical IT diploma with MCSA certification and experience with server hardware, asset life cycle and Virtualization.

**Experience**

Required: - Experience in server hardware and VMWare. - Experience configuring Windows and Linux servers. Experience configuring and maintaining mass storage devices (SAN, NAS). - 3 Years of experience in a related field Preferred: - Experience with server hardware, asset life cycle and Virtualization. - Experience working in a Control Room will be an asset. - 6 Years in related field

**License/Certifications**

Preferred: - Microsoft Certified Solutions Associate (MCSA) - Linux Administration - VMWare - Mass Storage

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: No

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Manager, IT OT Service Delivery Mgmt

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the overall health and operation of hardware used to run the networks, IT systems. This includes ensuring the hardware is reliable and available, all system patches are applied, and end point protection is up to date and functioning. This position will evaluate, test, apply and backup patches to servers and desktops used in the organization. This role could cross over into the OT side of the business as and when required. The associate is to follow mentoring and coaching from the Analyst and Lead.

**JOB DESCRIPTION:**

- Monitor, repair and upgrade hardware which includes servers, desktops, Virtual machines and mass storage devices
- Patching – evaluate, report, test, apply patches to all operating systems and any identified IT applications as per the patch process.
- Follow best practice change management for making system changes. Testing and verifying system backups.
- Deploy, manage and monitor AntiVirus solutions.
- Monitor system information and events to ensure system health
- Configure and maintain OT side Active Directory and Group policy. Integrate with applications
- Work closely with the LAN and Application team leads to drive improvement, configuration changes and trouble calls. Identify application problems to peer groups to follow up through vendors if required.
- Ensure hardware and systems are hardened to CIS best practices. Work closely with the Cyber security team to ensure compliance and provide evidence to the various compliance standards
- Provides technical expertise to end users and application SME's
- Must be proficient in Windows Server 2016, Windows 10, Linux Distro's, OSI Pi, VMWare.
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Minimum 2-year Technical IT diploma    Preferred: - 2-year Technical IT diploma with MCSA certification

**Experience**

Required: - Experience in server hardware and VMWare    Preferred: - More than 3 years of experience with server hardware, asset life cycle and Virtualization. Working in a Control Room will be an asset.

**License/Certifications**

Preferred: - Microsoft Certified Solutions Associate (MCSA) - Linux Administration - VMWare - Mass Storage - Networking Training - IP Networking Training

**Travel Requirements**

Travels: No Percent of time: No Overnight required: No

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions

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**JOB TITLE:** Manager, Design and Space Planning

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Accountable for the overall performance of the facilities design and planning team achieving desired outcomes, client expectations and divisional key performance indicators. During absence or period of positional vacancy, fulfill the responsibilities and duties for counterparts in capital and property management. Provides leadership, planning, guidance and mentorship to the design and planning team through the assigned regions and portfolio. This high level of commitment to service and departmental reputation requires that the employee be available to respond 24/7 if needed.

**JOB DESCRIPTION:**

- Monitor corporate financial performance indicators regularly for the assigned business units, such as contribution margin, salary recovery ratio, expense recovery ratio and overhead efficiency ratio; and take steps to adjust the team's performance to achieve desired results
- Propose cost reduction measures as may be necessary in any operating cycle; implement approved measures with the space and design team as required
- Strong leadership skills, able to guide the space and design team in carrying out annual operating budgets and work plans, liaise with the capital, and property management teams to determine long range plans
- Detailed oriented and able to inspect the property designs, drawings, and personnel output regularly to ensure that established standards of quality service are being met.
- Attend to the issuance and explanation of budgets, plans and management reports, including dashboard reporting, monthly or ad hoc reports
- Inspect properties regularly for conditions of potential hazard, liability, and accuracy and instruct and guide personnel in responding promptly
- Access workload and positional vacancy, recruit and attend to the proper training and orientation of all personnel under direct supervision in accordance with recruiting guidelines and training programs that ensure employees are familiar with and remain current on building code, safety regulations, design standards and programs
- Keep the senior and facility management team informed and involved in maintaining progressive relationships
- Build mutually beneficial relationships that add value and enhance the achievement of business objectives
- Oversee purchases made by the design and planning team, review monthly expense statements, and prepare projections, variance reports, and analysis to assist the director to produce timely reports.
- Work with the property and facility management and the capital teams to set appropriate quality standards and strategic operation initiatives, sustainability, risk management and software programs.
- Strong problem-solving skill by being able to investigate all incident reports, address on-site insurance and risk-management concerns and coordinate claims with the property manager and risk administration team
- Oversee the performance of personnel assigned to carry out repair, furniture replacements and new installations projects at the property or portfolio; taking time to fully understand the scope of work and contractual obligations
- Have a strong focus on communication, collaboration, coordination, and cooperation to achieve common goals and objectives
- Preparing the annual long-range plan for the portfolio and by way of establishing annual budget priorities; and with the participation of the on-site operations team, and suppliers. Provide annual budgets capital expenditures associated with life cycle replacement of furniture infrastructure, technology, and labor
- Proficient in the Spanish language with



the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs and SharePoint - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

## **REQUIREMENTS**

### **Education**

Required: Bachelor's degree or equivalent 4-5 years of study of architect or engineering

### **Experience**

Required: Minimum of 10 years of progressive facilities experience, with an emphasis of leading 5+ years in customer service, design, space planning, engineering, and capital environments Preferred: Project Management Professional Designation

### **License/Certifications**

Possess valid Class 5 driver's license. Professional engineering (PE) license or Architect License

### **Travel Requirements**

Travels: Yes Percent of time: 25% Overnight required: Yes, when required

### **Physical Demands**

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry - 10 – 30 LBS - Vision – Vision acuity to operate vehicle - Hearing - Receive detail information if spoken to

### **Working Conditions**

Wet or Humid - Yes Working near or on moving mechanical parts - No Working near or on heavy machinery - No Working in high places - No Exposed to fumes or airborne particles - Possibly Exposed to toxic or caustic chemicals - No Frequency of working in outdoor weather conditions - Yes Work with Electricity - No Work with explosives - N/A Work on or near a source of radiation - N/A Loud noise conditions (above 87dB)- No Other Environmental Factors including weather conditions\_\_N/A

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**JOB TITLE:** Manager, Facilities Capital Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Accountable for the overall performance of the facilities capital management team achieving desired outcomes, client expectations and divisional key performance indicators. During absence or period of positional vacancy, fulfill the responsibilities and duties for counterparts in design, space, furniture and property management. Provides leadership, planning, guidance and mentorship to the capital team through the assigned regions and portfolio. This high level of commitment to service and departmental reputation requires that the employee be available to response 24/7.

**JOB DESCRIPTION:**

- Monitor corporate financial performance indicators regularly for the assigned business units, such as contribution margin, salary recovery ratio, expense recovery ratio and overhead efficiency ratio; and take steps to adjust the property management team performance to achieve desired results.
- Propose cost reduction measures as may be necessary in any operating cycle; implement approved measures with the property management team as required.
- Guide the capital team in carrying out annual operating budgets and work plans, liaise with the space, design, furniture, and property management teams to determine long range plans.
- Inspect the property and personnel output regularly to ensure that established standards of quality service are being met.
- Attend to the issuance and explanation of budgets, plans and management reports, including dashboard reporting, monthly or ad hoc reports.
- Inspect properties regularly for conditions of potential hazard, liability or loss and instruct and guide personnel in responding promptly.
- Ensure that proper procedures and communication protocols are followed when accidents or incidents occur with all stakeholders.
- Ensure workers compensation requirements, OH&S standards, hazardous material handling regulations and all similar regulations of any authority having jurisdiction are fully implemented.
- Access workload and positional vacancy, recruit and attend to the proper training and orientation of all personnel under direct supervision in accordance with recruiting guidelines and training programs that ensure employees are familiar with and remain current on building code, safety regulations, design standards and programs.
- Keep senior management, the facility management team informed and involved in maintaining progressive relationships.
- Oversee purchases made by the capital team, review monthly expense statements and prepare projections, variance reports, and analysis to assist the director to produce timely reports.
- Work with the property and facility management and the capital teams to set appropriate quality standards and strategic operation initiatives, sustainability, risk management and software programs.
- Investigate all incident reports, address on-site insurance and risk-management concerns and coordinate claims with the property manager and risk administration team.
- Oversee the performance of personnel assigned to carry out repair, replacements, leasehold, and capital improvement projects at the property or portfolio; taking time to fully understand the scope of work and contractual obligations.
- Have a strong focus on communication, collaboration, coordination, and cooperation to achieve common goals and objectives.
- Preparing the annual long-range plan for the portfolio and by way of establishing annual budget priorities; and with participation of the on-site operations team, and suppliers. Provide annual budgets capital expenditures associated with life cycle

replacement of building equipment and systems, infrastructure, or property. - Fluent in English and Spanish languages with the ability to read, write and speak in either language as required - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Minimum of 10 years of progressive facilities experience - Minimum of 5+ years in customer service, design, space planning, engineering, and capital environments Preferred: - Project Management Professional Designation

### **License/Certifications**

- Possess valid Class 5 driver's license. - Certification for the following: WHMIS, Standard First Aid and Level C CPR, Fall Protection, Will provide training as necessary. - Certified Facility Manager Designation

### **Travel Requirements**

Travels: Yes Percent of time: 25% Overnight required: Yes, when required

### **Physical Demands**

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry - 10 – 30 LBS - Vision – Vision acuity to operate vehicle - Hearing - Receive detail information if spoken to

### **Working Conditions**

Wet or Humid - Yes Working near or on moving mechanical parts - Yes Working near or on heavy machinery - Yes Working in high places - Yes Exposed to fumes or airborne particles - Possibly Exposed to toxic or caustic chemicals - Possibly Frequency of working in outdoor weather conditions - Yes Work with Electricity - Possibly Work with explosives - N/A Work on or near a source of radiation - N/A Loud noise conditions (above 87dB)- Possibly Other Environmental Factors including weather conditions\_\_N/A

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**JOB TITLE:** Manager, Property and Facility Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Accountable for the overall performance of facility maintenance, tenant services, and technical services in achieving desired outcomes, client expectations and divisional key performance indicators. During absence or period of positional vacancy, fulfill the responsibilities and duties for counterparts in design, space, furniture, and capital projects. Provides leadership, planning, guidance and mentorship to the facility maintenance and capital teams through the assigned regions and portfolio. This high level of commitment to service and departmental reputation requires that the employee be available to response 24/7.

**JOB DESCRIPTION:**

- Monitor corporate financial performance indicators regularly for the assigned business units, such as contribution margin, salary recovery ratio, expense recovery ratio and overhead efficiency ratio; and take steps to adjust the property management team's performance to achieve desired results.
- Be an active member of the local real estate, business, and service community.
- Practice competitive intelligence with the local and national industry
- Propose cost reduction measures as may be necessary in any operating cycle; implement approved measures with the property management team as required.
- Guide the Property Management team in carrying out annual operating budgets and work plans, liaise with the space, design, furniture, and capital teams to determine long range plans.
- Inspect the property and personnel output regularly to ensure that established standards of quality service are being met.
- Attend to the issuance and explanation of budgets, plans and management reports, including dashboard reporting, monthly or ad hoc reports.
- Inspect properties regularly for conditions of potential hazard, liability or loss and instruct and guide personnel in responding promptly.
- Ensure that proper procedures and communication protocols are followed when accidents or incidents occur with all stakeholders.
- Ensure workers compensation requirements, OH&S standards, hazardous material handling regulations and all similar regulations of any authority having jurisdiction are fully implemented.
- Develop a personalized training programs for the property management team that ensures employees are familiar with and remain current on safety regulations for operations, maintenance, repairs, tenants' services, and construction at the property or within the portfolio.
- Keep the senior management and the facility management team both informed and involved in maintaining progressive relationships.
- Build mutually beneficial relationships that add value and enhance the achievement of business objectives.
- Oversee purchases made by the operations team, review monthly expense statements and prepare projections, variance reports, and analysis to assist the director to produce timely reports.
- Assist technical services and the management team in setting appropriate quality standards and strategic operation initiatives, sustainability, risk management and software programs.
- Investigate all incident reports, address on-site insurance and risk-management concerns and coordinate claims with the property manager and risk administration team.
- Oversee the performance of personnel assigned to carry out repair, replacements, leasehold, and capital improvement projects at the property or portfolio; taking time to fully understand the scope of work and contractual obligations.
- Have a strong focus on communication, collaboration,

coordination, and cooperation to achieve common goals and objectives. - Preparing the annual long-range plan for the property or portfolio and by way of establishing annual budget priorities; and with participation of the on-site operations team, and suppliers. Provide annual budgets for utility consumptions, security, cleaning, routine and non-routine maintenance, grounds expenses and major expenditures associated with life cycle replacement of building equipment and systems. - Proficient in Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word / Excel / PowerPoint / Visio / Google Docs / SharePoint - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required: Bachelor's degree or equivalent 4-5 years of study in business administration

### **Experience**

Required: Minimum of 10 years of progressive facilities experience, with an emphasis of leading. Minimum of 5 years in customer service and operations and maintenance environments Preferred: Project Management Professional Designation

### **License/Certifications**

Possess valid Class 5 driver's license. Certification for the following: WHMIS, Standard First Aid and Level C CPR, Fall Protection, Will provide training as necessary. Certified Facility Manager Designation CRIM Designation

### **Travel Requirements**

Travels: Yes Percent of time: 25% Overnight required: Yes, when required

### **Physical Demands**

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 – 30 LBS - Vision – Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Yes - Working near or on moving mechanical parts - Yes - Working near or on heavy machinery - Yes - Working in high places - Yes - Exposed to fumes or airborne particles - Possibly - Exposed to toxic or caustic chemicals - Possibly - Frequency of working in outdoor weather conditions - Yes - Work with Electricity - Possibly - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Possibly - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Quality Assurance Analyst, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Quality Assurance Analyst, Contact Center is responsible for monitoring, evaluating and providing actionable recommendations on how Customer Experience Advisors (CXAs) within the Contact Centers (internal and external) can improve performance metrics and optimize the customer experience.

**JOB DESCRIPTION:**

- Monitor and evaluate calls and other customer communications to identify customer needs and expectations, Customer Experience Advisors CXAs improvement opportunities, and actions to be taken to improve performance and the customer experience
- Use excellent analytical, decision-making, and problem-solving skills to conduct side-by-side observations and evaluate performance data to identify performance and customer experience areas needing improvement and provide recommended actions such as additional coaching, mentoring and training
- Create quality controls to support the monitoring of performance
- Evaluate customer survey feedback to identify performance pain points that require review
- Provide recommended actions to support behavioral modifications and enhanced skills to improve performance and provide an optimal customer experience
- Work with Contact Center Process Analysts – Process & Gap Analysis and the management team to understand recommended improvements to business processes and determine how quality assurance reviews and controls can support the success of those improvements
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook)
- Excellent interpersonal skills through effective verbal and written communication
- Strong organizational skills
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

Education

- High school diploma or equivalent (GED) Preferred: - Bachelor Degree

Experience

- 3+ Years of experience in quality assurance withn customer service. - Working knowledge of CC&B functionality Preferred: - 6+ Years of experience

License/Certifications

- N/A

Travel Requirements

- N/A

Physical Demands



- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Quality Assurance Analyst, Regional CX  
**DEPARTMENT:** Customer Experience  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Quality Assurance Analyst, Regional Customer Experience is responsible for monitoring, evaluating, and providing actionable recommendations on how employees within the Regional Customer Experience Offices can improve performance metrics and optimize the customer experience. We have flexibility on the office location for this position. Throughout the recruitment process, the team will work with you to determine your office location.

**JOB DESCRIPTION:**

- Monitor and evaluate activities within the Regional Customer Experience Offices for accurate and efficient processing of payments, credit & collections activities, billing inquiries, new service requests, etc.
- Use excellent analytical, decision-making, and problem-solving skills to conduct side-by-side observations and evaluate performance data to identify performance and customer experience areas needing improvement and provide recommended actions such as additional coaching, mentoring and training
- Create quality controls to support the monitoring of performance
- Evaluate customer survey feedback to identify performance pain points that require review
- Provide recommended actions to support behavioral modifications and enhanced skills to improve performance and provide an optimal customer experience
- Work with the Regional Customer Experience Office Process Analysts and the management team to understand recommended improvements to business processes and determine how quality assurance reviews and controls can support the success of those improvements
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook)
- Excellent interpersonal skills through effective verbal and written communication
- Strong organizational skills
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

- High school diploma or equivalent (GED) Preferred: - Bachelor Degree

**Experience**

- 3+ Years of experience as quality assurance within customer service - Working knowledge of CC&B functionality Preferred: - 6 +Years of experience

**License/Certifications**

- Valid Driver's License

**Travel Requirements**

- 70%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle -  
Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Quality Assurance Analyst, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Quality Assurance Analyst, Billing Services is responsible for monitoring, evaluating and providing actionable recommendations on how employees within Billing Services can improve performance metrics and optimize the customer experience.

**JOB DESCRIPTION:**

- Monitor and evaluate activities within Billing Services for accurate and efficient processing of bills, payments, credit & collections activities, billing inquiries, etc.
- Use excellent analytical, decision-making and problem-solving skills to conduct side-by-side observations and evaluate performance data to identify performance and customer experience areas needing improvement and provide recommended actions such as additional coaching, mentoring and training
- Create quality controls to support the monitoring of performance
- Evaluate customer survey feedback to identify performance pain points that require review
- Provide recommended actions to support behavioral modifications and enhanced skills to improve performance and provide an optimal customer experience
- Work with the Billing Services Process Analysts and the management team to understand recommended improvements to business processes and determine how quality assurance reviews and controls can support the success of those improvements
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook)
- Excellent interpersonal skills through effective verbal and written communication
- Organizational skills
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

- High School Diploma or equivalent (GED). Preferred: - Bachelor's Degree

**Experience**

- 3+ Years of experience in Accounting or Finance. - Working knowledge of CC&B functionality. Preferred:  
- 6+ Years of experience

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coordinator, Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for providing administrative support to Distribution's Director. - The position is also responsible for managing the day to day administration of the entire team as well as the budgeting and accounts payable function for Corporate Communications. You will join our Capital Program's Distribution team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We're seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

- Managing accounts payables for the department. - Working with VP on the creation and management of the department's budgets. - Provide administrative support for VP, Corporate Communications. - Provide administrative support for the department leads in Customer & Community Communications, Media and Digital Brand Strategy, and Employee Engagement. - Manage departmental administration including tracking employee time, coordinate IT set up and logistics for new hires and office moves, update various directories and documents as necessary. - Coordinate filing and document management procedures with other members of the department. - Ability to work a flexible schedule with additional work as needed. - Follow all policies and procedures. - Advanced professional interpersonal skills for interacting effectively with all levels within the company, as well as with outside customers. - Exceptional organizational, written and verbal communication skills. - Able to cope effectively and prioritize workload under pressure. - High level proficiency with Microsoft Word, Excel, PowerPoint, and Outlook. - Excellent planning and coordination skills. - Other duties as assigned.

**REQUIREMENTS**

Education

- High school diploma.

Experience

N/A

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Manager, Substations and Telecom, East

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the management of Transmission Substation Operations activities for one Division. The Leader oversees Transmission personnel and facility operations for the company. The Leader is responsible to provide leadership, guidance and direction to all operations and maintenance employees to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of maintenance initiatives (KPIs) using of internal and external resources.

**JOB DESCRIPTION:**

- Manages maintenance operations; develops and implements process; suggests, directs or initiates operational changes and adjustments as required to meet business goals.
- Lead direct and indirect reports through execution of strategic plans, following the overall direction of Management and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working.
- Conducts regular, on-going staff meetings with Operations organization to create an environment of open and effective communications across the operational area.
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company.
- Monitors and manages overall financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations.
- Establishes and maintains frequent, on-going contact with customers and special interest parties to foster improved communications and solid, long-term relationships.
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources.
- Assists Management with the evaluation of capital expenditures and job costs and shares ideas regarding areas of savings and efficiencies.
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation.
- Communicate and cooperate with all internal divisions such as Human Resources and Safety and Training of job details and requirements.
- Advanced knowledge of computers and Windows based software skills and ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership.
- Strong leadership and mentoring capabilities.
- Excellent verbal and written communication skills.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Bachelor's Degree in Engineering, Business Administration or related field - Engineering Technologist Diploma/ Journeyman Lineman

**Experience**



- 6 year's experience - Experience managing or leading in a utility organization - Experienced at reading, interpreting and managing financial statements - Demonstrated strong communication and interpersonal skills

#### License/Certifications

- Valid driver's license

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Project Manager

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This position is responsible for establishing and leading enterprise wide and cross functional strategic IT projects for Luma. The position provides leadership for our IT/OT managed projects. This position drives continuous improvement to business processes and business results. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business and technical process changes. The relative importance or seniority of this position is based on the strategic impact of the IT/OT projects assigned, the scope of the implementation and the complexity of the rollout. Some of the oversight functions of this position move to the support organization at the end of implementation (e.g., help desk, knowledge management, business consulting and training). This includes ensuring project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

#### **JOB DESCRIPTION:**

- Manages highly complex business issues arising from the implementation of new technology, processes or functions.
- Maintains and controls the project budget, schedule and resources.
- Responsible for all facets of our IT/OT projects, including project planning, resource allocation, and team organizational structure management.
- Responsible for project communications, in conjunction with our Training Lead.
- Manages project scope, risk and issue resolution.
- Responsible for quality of project deliverables.
- Manages integration of solution(s) into enterprise technical architecture and business environment.
- Responsible for ensuring that the project can deliver the benefits outlined in the business case, and that it meets the reasonable expectations of end users.
- Maintains complete autonomy for the management of the project to meet the needs of the business, as outlined in the business case.
- Coaches and mentors' staff and managers dedicated to this project.
- Manages project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders.
- Effectively communicates project expectations to team members and stakeholders in a timely and clear fashion.
- Understands the business benefits of a project by grasping business performance indicators and mapping them to goals of IT/OT projects.
- Adheres to internal standards, policies and procedures.
- Perform major storm restoration work and associated drills as assigned.
- Required to work additional hours as needed.
- Performs other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

Required: - Computer Science Diploma in Information Systems, Computer Science, Information Technology or a related discipline preferred Preferred: - A Bachelor's degree or Master's degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

##### **Experience**

Required: - Experience in project delivery and capacity, including all aspects of process development and execution Preferred: - 5-7 years of experience in IT OT Industry and leadership responsibility managing at the project level, midsize to large teams and influencing senior-level management and key stakeholders

License/Certifications

Preferred: - Agile, Scrum Master Certifications preferred - PMP Certification

Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Associate Project Manager

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This position is responsible for establishing and leading enterprise wide and cross functional strategic IT initiatives for LUMA. The position provides leadership for our IT/OT managed projects. This position drives continuous improvement to business processes and business results. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business and technical process changes. The relative importance or seniority of this position is based on the strategic impact of the IT/OT Initiatives assigned, the scope of the implementation and the complexity of the rollout. Some of the oversight functions of this position move to the support organization at the end of implementation (e.g., help desk, knowledge management, business consulting and training). This includes ensuring project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

#### **JOB DESCRIPTION:**

- Manages highly complex business issues arising from the implementation of new technology, processes or functions
- Maintains and controls the project budget, schedule and resources
- Responsible for all facets of our IT/OT projects, including project planning, resource allocation, and team organizational structure management
- Responsible for project communications, in conjunction with our Training Lead.
- Manages project scope, risk and issue resolution
- Responsible for quality of project deliverables
- Manages integration of solution(s) into enterprise technical architecture and business environment
- Responsible for ensuring that the project can deliver the benefits outlined in the business case, and that it meets the reasonable expectations of end users
- Responsible for procurement of package-related hardware, software and services
- Maintains complete autonomy for the management of the initiative to meet the needs of the business, as outlined in the business case
- Coaches and mentors' staff and managers dedicated to this initiative
- Manages project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders
- Effectively communicates project expectations to team members and stakeholders in a timely and clear fashion, including C level at multiple operating units
- Understands the business benefits of a project by grasping business performance indicators and mapping them to goals of IT/OT projects, oversees organizational change with the Organizational Change Manager
- Adheres to internal standards, policies and procedures
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

#### **REQUIREMENTS**

##### **Education**

Required: - Computer Science Diploma in Information Systems, Computer Science, Information Technology or a related discipline preferred Preferred: - A Bachelor's degree or Master's degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

## Experience

Required: - Experience in project delivery and capacity, including all aspects of process development and execution. - 3-5 years of experience in IT OT Industry and leadership responsibility managing at the project level, midsize to large teams and influencing senior-level management and key stakeholders

## License/Certifications

Preferred: - Agile, Scrum Master Certifications preferred. - PMP Certification

## Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

## Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10 - 30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Manager, Portfolio Mgmt

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for execution and leading enterprise wide, cross functional strategic initiatives for LUMA. The position provides leadership for our IT/OT project managers, including implementations, upgrades and other ancillary on-premises and cloud applications. This position drives continuous improvement to business processes and business results by developing standards in project execution. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business process changes. This position will ensure project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

**JOB DESCRIPTION:**

- Manages highly complex business issues arising from the implementation of new processes, tools or functions in collaboration with senior management and stakeholders
- Responsible for all facets of technology enablement initiatives, including the overall approach, major time frames and the definition of major deliverables to address and meet the desired goals and outcomes
- Responsible for program communications. Leads interactions with the business sponsors to inform, alert, negotiate and maintain a continuing good relationship and shared vision for the program outcome, including identifying program changes and developing appropriate approaches to address
- Manages program scope, goals, deliverables, risk and issue resolution
- With overall responsibility for quality of project deliverables, provides coaching and mentoring of project staff
- Monitors and coordinates dependencies across the projects in the program and resolves conflicts
- Responsible for ensuring that the program can deliver the benefits outlined in the business case, and that it meets the reasonable expectations of end users
- Responsible for procurement of package-related hardware, software and services
- Effectively communicates program expectations to PMs, team members and stakeholders in a timely and clear fashion, including C level
- Understands the business benefits of a program by grasping business performance indicators and mapping them to goals/outcomes of IT/OT projects
- Adheres to internal standards, policies and procedures
- Perform major storm restoration work and associated drills as assigned
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Post-secondary diploma in Business Administration, Information Systems, Computer Science, Information Technology, Certification in Change Management or a related discipline or equivalent experience Preferred: - A Bachelor's Degree in Business Administration, Information Systems, Computer Science, Information Technology, PMP certification or a related discipline preferred

**Experience**

Required: - Experience in project delivery and capacity, including all aspects of process development and execution. - 5-10 years of experience in IT/OT Industry and leadership responsibility managing at the program level, midsize to large teams and influencing senior-level management and key stakeholders

License/Certifications

Preferred: - PMP Certification

Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Manager, Maintenance and Construction, Lines

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the management of all Line Maintenance and Construction activities. The Manager oversees lineworkers and project construction for the company. The Manager is responsible to provide leadership, guidance and direction to all construction employees to ensure they deliver superior customer service, world class safety, high level operational efficiency targets and optimal delivery of construction projects (KPIs) using of internal and external resources.

**JOB DESCRIPTION:**

- Manages construction operations; develops and implements process; suggests, directs or initiates operational changes and adjustments as required to meet business goals
- Lead direct and indirect reports through execution of strategic plans, following the overall direction of Management and demonstrating that safety is first priority, ensuring that all employees follow safe practices while working
- Conducts regular, on-going team meetings with Construction organization to create an environment of open and effective communications across the operational area
- Monitors and manages the quality process within all areas of responsibility, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company
- Monitors and manages overall financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations
- Monitors to ensure that resources are shared across operational area to optimize our effectiveness in meeting customer expectations while prudently managing resources
- Assists Management with the evaluation of capital expenditures and job costs and shares ideas regarding areas of savings and efficiencies
- Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation
- Communicate and cooperate with all internal divisions such as Human Resources and Safety and Training of job details and requirements
- Advanced knowledge of computers and Windows based software with skills to include the ability to create, analyze and make recommendations for financial and operational changes on an on-going basis to Leadership. Strong leadership and mentoring capabilities. Excellent verbal and written communication skills
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

- Technologist Diploma or a Journeyman Power Lineworker Certification - Professional Engineer Preferred

Education: - Project Management would be considered an asset

Experience



- 6+ years' of experience

#### License/Certifications

- Valid driver's license

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Document Controller, Document Control

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Document Control Supervisor, this position is responsible to manage the document control system (including processes, procedures and systems) required on Transmission and Distribution projects, to store all pertinent project records and documentation both electronically and manually. As a member of the Project Management Office, provide support to project teams, as required, to ensure proper management of documentation and contract administration functions for multiple projects.

**JOB DESCRIPTION:**

- Manage, maintain and audit documentation interactions and transmittals between LUMA and contractors using SharePoint.
- Provide support to project teams, as required, to ensure proper management of documentation and contract administration functions.
- Remove and archive obsolete documents from their points of use.
- Process records of engineering changes into the Document Control system.
- Interact with Drawing Control groups, including their software.
- Implement document control systems with contracts as they are awarded.
- Ensure governance and controls are implemented and audited regularly.
- Identify Documentation Systems activities related to adding value to the organization through systems and controls improvements.
- Coordinate with corporate drawing control and contractor document controllers, specialists and administration to ensure quality.
- Manage versioning and revisions, manage the document files and archives, manage the retrieval of filed and archived documents, maintaining electronic backup of engineering documents.
- Ability to perform a volume of numerical detail work with speed and accuracy.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- High School Diploma complemented with post-secondary education preferred.

**Experience**

- Minimum 3 years experience managing a Document Control effort for a large-scale, multi-million dollars (or billion dollar) electric Utility project highly desirable.
- Experience with and knowledge of document control practices and procedures, including quality assurance, data management, project management and change management.

**License/Certifications**

- Valid Driver's License.

**Travel Requirements**

- 10%

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Employee Relations Specialist

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Employee Relations Specialist is responsible for the development and administration of the employee relations program, training, performance management, on boarding, policy implementation, recruitment/employment, compensation, employee data management, affirmative action and employment law compliance.

**JOB DESCRIPTION:**

- Manage various human resource plans and procedures ensuring consistent implementation of established company policy throughout the organization - Work with the HR Director and assigned management team members to develop and deploy all aspects of effective workforce planning, talent pipeline requirements, employee development and talent acquisition to meet talent needs - Collaborate on and deploy programs to understand and improve employee engagement, employee retention and turnover reduction - In coordination with line managers, facilitate annual human resources processes including performance management, talent/succession planning and compensation reviews - Provide day to day performance management support and guidance to managers on management, coaching, career development, disciplinary actions and employee relations - Identify and analyze employee relations matters and recommend appropriate employment action to maintain a productive work environment and achieve optimal performance - Prepare and analyze human resources KPI's and analytics to determine key trends and provide recommendations for improvement - Support management in the on-boarding of new hires to the company and conduct new hire orientation - Conduct exit interviews, analyzes exit data, and produces summary reports and trending analysis - Conduct salary reviews, equity analysis and makes recommendations on compensation changes in support of market adjustments, promotions and other off-cycle compensation changes - Identify and drive the communication and sharing of best practices in the industry and across functions to facilitate continuous improvement - Performs other related duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's degree, preferably in human resource management or related field or equivalent combination of education, training and experience.

**Experience**

N/A

**License/Certifications**

- Certified Employee Benefit Specialist (CEBS) - ASPPA The Retirement Plan Fundamentals (RPF) certificate.

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Supervisor, Trans Reliability

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Reliability this position is responsible for the leadership and development of the Reliability team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Manage the timely investigation and reporting of outages/equipment failures, system deficiencies identification and development of remedial action recommendations
- Plan, develop and lead implementation and administration of performance monitoring and maintenance management database and reporting systems
- Set system performance target and lead trends analysis
- Lead system wide investigations and the assessment of alternatives and recommendations for system improvements
- Lead the development of prioritization framework for various reliability-related investments and work activities
- Develop overall reliability strategies to meet performance indices
- Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met
- Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated
- Monitor consolidated business metrics to ensure targets are met and identify trends, issues
- Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans
- Ensure appropriate competency and training for staff
- Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Strong technical knowledge in power flow, line and equipment (design, constructability and applications) and associated Electrical & Utility codes
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Proven ability to manage and resolve conflict
- Strong interpersonal, communication, teamwork and time management skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering
- Minimum eight (8) years of experience in a Utility Environment

Experience

- Degree in Electrical Engineering - Previous experience working in Transmission, Substation, and/or Distribution

#### License/Certifications

- Professional Engineer or Professional Licensee designation.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to -

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - Seldom

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**JOB TITLE:** Manager, Inv and Asset Recovery, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Inventory & Asset Recovery is responsible for the management of the Inventory and Asset Recovery functions. The primary focus is to provide superior services for various internal customers in the external acquisition of materials and services while ensuring all the inventory operations are following guidelines enforced by government regulatory agencies and corporate policies.

**JOB DESCRIPTION:**

- Manage the Inventory & Asset Recovery business functions and carry overall responsibility for the on-hand inventory for LUMA. Develop and implement KPIs to measure functional effectiveness and efficiency. Develop, implement and maintain Inventory & Asset Recovery standards, policies, guidelines, strategies and best practices. - Lead direct reports through execution of strategic plans, following the overall direction of the Material Management Section Manager using strong attention to detail, analytical and problem-solving skills. Manage, mentor, and lead direct reports to ensure an effective team executes the strategies of the Inventory & Asset Recovery functions. - Manage the development of integrated planning and forecasting processes of material usage through systems analysis or historical demand coupled with LUMA business plans. Manage the budgeting, planning, and operational activities within the Inventory and Asset Recovery organization and for major internal customers to ensure the most effective expenditure of Company resources. Manage, mentor, and lead direct reports to ensure an effective team executes the strategies of the Inventory & Asset Recovery functions. Attention to detail; accurate and thorough - Develop Asset Recovery strategies for the LUMA organization, reducing/recovering costs when managing excess/salvage material and equipment. Manage the development of distribution plans in conjunction with Warehouse Management - Develop and maintain relationships with key supply partners, monitor performance, and provide direction and feedback to the sourcing process for new partnerships. Excellent communication and interpersonal skills, especially when collaborating with co-workers, management, suppliers, and customers - Partner and collaborate with other departments within Materials Management and LUMA as a whole to drive an efficient Source to Pay process - Lead Emergency Response Warehousing activities for the Inventory organization, including being available to respond to emergency after-hours call-outs. Demonstrate strong leadership ability in high pressure scenarios with the ability to work quickly and efficiently. - Lead the development and maintenance of Health, Safety, and Environmental Management Plans to meet the Company's policies and standards. Proven strong leadership ability in high pressure scenarios - Ability to deliver/present professional translations of operational data through reports, presentations, and strategy documents. Expert level skills in the use of computer applications (MS Office, databases) - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**



#### Education

- Business Degree, or Supply Chain Management Degree - Related designations/certificate

#### Experience

- 10+ years previous Supply Chain experience, preferably in a Inventory environment - Preference will be given to candidates who have completed a Supply Chain Management program - Experience with Asset Suite, Oracle Discoverer, Oracle Inventory, JD Edwards, or SAP is required.

#### License/Certifications

- Driver's license

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Revenue Protection Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Revenue Protection Contact Center, advises, coaches, and manages Revenue Protection Advisors (RPA's) and Associate Revenue Protection Advisors (ARPA's) on conducting outbound calls to collect from customers with high or aging account balances. The role manages the process of evaluating the prioritization of targeted accounts and measurement of collections results (Accounts Receivable, DSO, and other collections metrics). This role works closely with other Revenue Protection Supervisors and Manager to coordinate and improve collections efforts. The role balances delivering high satisfaction customer experiences with conducting collections efforts and provides daily oversight and direction to the RPA'S & ARPA'S including monitoring their activities to improve collections performance and optimize the customer experience.

**JOB DESCRIPTION:**

- Manage the execution of outbound collections calls within the context of an overall dunning process. - An outbound dialing capability is expected to be in place and supervisor will be managing RPA'S & ARPA's conducting outbound collections calls based on a prioritized contact list. - Evaluate and prioritize work queues for RPA'S & ARPA's to maximize collections performance. - Monitor and manage the effectiveness of RPA'S & ARPA's collections efforts. - Communicate with Collections Supervisor opportunities to improve effectiveness of collections efforts. - Coach and support RPA'S & ARPA's and set clear expectations with RPA'S & ARPA's regarding objectives, performance standards, policies & procedures adherence, and customer interactions. - Identify RPA'S & ARPA behavioral and skill based developmental needs and ensure the proper coaching and training is provided. - Use strong, positive interpersonal skills, through effective verbal and written communication, to build customer relationships, and manage and resolve conflicts. - Ensure customers receive timely service through effective staffing and call routing. - Assist as necessary with the resolution of residential customer issues and complaints. - Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to direct, advise and coach CEAs with issue resolution and in support of a positive customer experience. - Assist in the identification and development of creative solutions to address and reduce future customer complaints and support a positive customer experience. - Excellent decision making, problem-solving, and organizational skills required. - Proficiency in Microsoft Office Applications (Word, Excel, Outlook). - Performs other duties as assigned. - Follows all policies and procedures. - Perform major storm restoration work and associated drills as assigned. -

**REQUIREMENTS**

Education

- Bachelor's Degree.

#### Experience

- 6+ years related work experience in leading high performing customer service teams. - Working knowledge of CC&B functionality. Preferred - +8 years related work experience in leading high performing customer service teams.

#### License/Certifications

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions -N/A

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**JOB TITLE:** Advisor, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Billing Services Director; this position is accountable for the leadership of the area which includes manage team, strategic program management, oversees process improvement, manage metrics and regular data analytics, document and share customer studies and facilitate continuous customer improvement opportunities. Manages relationships with other departments including Finance, Legal, Security and Operations. Facilitates and supports relationships with external stakeholders such as Police Department and Department of Justice, in coordination with Legal and Security. The Manager will be in charge to Energy Irregularities Team.

**JOB DESCRIPTION:**

- Manage team to execute strategy to identify and reduce the instances of energy theft on the system.
- Provide strategic management with internal and external stakeholders to actively communicate the impact of energy theft on the utility customers and cost to rates.
- Partner with law enforcement and other entities to charge and collect costs associated with energy theft.
- Oversee process improvements to drive cost savings for department functions.
- Manage metrics and regular data analytics to increase efficiency of field investigations.
- Manage the relationship between Energy Irregularities and Operations to ensure training and access to procedural knowledge on theft case evidence.
- Support collaboration and communication across multi-functional teams including Customer Experience, Information Technology, Security, Finance and Regulatory.
- Document and share customer studies that consist of both qualitative and quantitative research steps
- Foster lifelong learning among team members and enhance the knowledge and experience.
- Facilitate continuous customer experience improvement across the organization.
- Partner with the Voice of the Customer team to develop journey maps to address the customer experience story and identify pain points and improvement opportunities

**REQUIREMENTS**

**Education**

- Bachelor's degree in Business Administration, Justice or Criminology Preferred - Master degree in Business Administration, Justice or Criminology

**Experience**

- General knowledge of electric utility business processes
- Extensive knowledge of financial controls and banking systems
- Project management skills and experience in managing multiple initiatives of various scope and size
- Advanced business process analysis and analytical skills
- Strong written and verbal communication skills to provide information in a clear, concise, and timely manner
- Strong facilitation skills to guide cross functional teams to a desired end result
- Strong organizational skills to work independently in a complex and dynamic environment
- Self-motivated problem solver who constantly looks for opportunities to continually improve the business
- Business analysis and documentation

projects including problem definition, requirements definition, business process modeling, reporting, data analytics, business cases, and actionable recommendations - Communications and presentation experience to senior leaders - Quality, data analytics and process improvement experience - Project management experience; planning, executing, controlling, closing - Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint) - > 6 Years of experience in financial management, customer service payment processing or similar field of increasing leadership Preferred - Training and experience applying quality improvement methodologies (LEAN, Six Sigma) - > 11 Years in a supervisory position or leading customer experience change initiatives

#### License/Certifications

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

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#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Key Account Representative

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Key Accounts Representative is responsible for playing an integral role in managing critical interactions with major government, municipal and industrial customers. Responsibilities include ensuring maintaining excellent customer relationships, managing commercial arrangements with customers are appropriately managed, service commitments are met, issues are investigated and solved, assisting with production of accurate forecasts; and proposing changes to products, policies and practices as necessary.

#### **JOB DESCRIPTION:**

- Manage Key Accounts to ensure that service requirements and commitments are met in a timely and effective manner. Ensure proposals, commercial agreements, maintenance terms are set out and managed in accordance with corporate interests and in accordance with approved policies, tariff terms and conditions, etc.
- Work to establish collaborative and proactive relationships with customers. Conduct one-on-one appointment with customers in collaboration with the Customer Experience team to promote company services and products and to be proactive in managing customers' requirements and meeting service expectations
- Assist with the design and implementation of any major account or customer targeted programs and communications initiatives.
- Using effective leadership, coaching and mentoring skills, manage a project team and facilitate the resolution of internal problems regarding the provision of service to new installations.
- Ensure various groups within the company agree on the customer's construction, operations and/or maintenance requirements to serve the customer.
- Provide active coaching and support to proactively resolve contentious customer or situation specific issues. Offers guidance on non-standard or complex commercial applications. Provides expertise on tariff and commercial terms, contract administration and design, legislative and regulatory requirements.
- Assist and provide input regarding the preparation of business plans, budget, general tariff applications, work and resource plans for the area
- Using excellent analytical and problem-solving skills, perform accounting and analytical tasks as required
- Computer Software skills required in Microsoft-related programs
- Excellent interpersonal skills through effective verbal and written communication with the ability to manage and resolve conflict.
- Demonstrated ability to interact comfortably and professionally with all levels of management, clients, suppliers and contractors and internal stakeholders. Strong focus on customer service and relationship management and strong negotiation skills required
- Follow all policies and procedures
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

##### **Education**

- Bachelor's Degree Preferred: - University Degree in Engineering, Commerce, or Management is preferred or an appropriate combinations of related education and experience.
- Undergraduate Degree is preferred.

#### Experience

- 6+ Years - Experience in leading teams or in a supervisory/team lead type role - Experience in a customer service work environment with focus on relationship management - Knowledge of sales and marketing techniques - Working knowledge of basic financial and utility accounting concepts, and contract administration. - Superior working knowledge of utility rates and application Preferred: - Experience managing Commercial and Government accounts.

#### License/Certifications

- Valid Driver's License Preferred: - Technical Diploma or Trade

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Control Center Support

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager – Operations Support oversees the main support activities regarding the operation of the control center. He or she is responsible for providing support to real-time operations in the area of situational awareness, outage planning, process and procedures, system performance, operator training, and technical support. Working with other System Operation leaders, the Manager – Operations Support will provide strategic leadership and guidance in the area of system planning, real-time operation, safety, environment, finance and regulation to ensure System Operation meets its operating KPIs. The Manager – Operations Support is ultimately accountable to ensure that the 24/7 operations are supported adequately to perform their duty and that is carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures.

**JOB DESCRIPTION:**

- Manage and ultimately responsible and accountable for the overall support of the 24/7 operation of the Generation, Transmission and Distribution systems - Develop, evergreen and manage the delivery of the Transmission and Distribution Operator Training programs to ensure that the operators are adequately trained to meet all company, industry and regulatory requirements and that the Operators are certified where and when required - Ensure timely development and administration of System Operations practices and procedures - Provide direction to staff related to internal and external groups and agencies' policies, procedures, standards, legislation and regulations - Ensure Transmission Operations are compliant with the applicable standards - Interact with the generators, VIP customers, internal groups as required to develop and maintain effective working relationships and to resolve operating issues - Ensure timely development, maintenance and administration of the Emergency Plan to be compliant with the corporate emergency planning - Review and provide input into transmission project specifications - Develop, maintain and administer key work processes such as the Outage Scheduling process - Prepare and administer a group budget (O&M and capital) - In conjunction with the Facilities group and the IT/OT group, coordinate building and technology maintenance activities - Provide safety and environmental leadership to the group through the modelling of safe behaviors - Communicate the company, department and section strategic and business plans to employees - Manage workload and priorities - Determine group staffing levels required to meet goals and objectives - Identify group roles and responsibilities - Prepare and administer the group work plan (strategic and financial) that supports the section, department and corporate strategic plan - Coach and develop staff including regular feedback and periodic performance reviews - Review the Reliability Standards and make recommendations as appropriate, ensure compliance - Develop annual control room resource plan to adequately meet staffing level cover 24/7 shift schedule for real-time operation and shift engineer - Work with other leaders within and outside System Operation to develop KPIs that align with corporate strategies. Provide on-going support in analyzing and monitoring to ensure control room performance meets or exceed its targeted KPIs - Prepares operational reports, statistics and KPIs related to the activities assigned to more senior leaders to be used in the development of strategies and decision-making processes - Work together with



other System Operation leaders and ensure swift communication and collaboration between the control room, engineer, trainer and support staff to promote overall safe and reliable grid operation - Required to work within collective bargaining units and in-scope employees in accordance with the collective agreement - Provide leadership and support in maintaining and improving the operator's morale and engagement - Work with key accounts to identify VIP customer and develop a customer program that meets or exceeds customer's expectation - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Required Education: - Bachelor's Degree in Electrical Engineering from an accredited university or college.

### **Experience**

Required experience: - Ten years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

### **License/Certifications**

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Aviation Ops Safety and Training

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Aviation Operational Safety & Training Manager will provide leadership, guidance, and training throughout all operations of Aviation. This will involve engaging every employee and client of the company to ensure a “zero incident” environment for our employees and those affected by our business operations.

**JOB DESCRIPTION:**

- Manage and maintain the Aviation Department’s Safety Management System (SMS) in accordance with the Federal Aviation Administration, OSHA, EPA, ISBAO and Customer (Utility) regulations. - Must be able to oversee safety sensitive functions in diverse operations such as; flight safety, maintenance, training requirements, and line safety - Provide strong leadership and overall direction for organizational safety across all areas of operations: - Conduct internal audits of all functions to ensure compliance to applicable regulations - Evaluates operational safety reports and audits to determine trends and risks to ensure highest level of safety - Task based risk assessments (HEC, Pole Setting, non-Human External Cargo etc.) when performing these critical and dangerous tasks the Director of Safety establishes SOPs and performs task-based risk assessments ensuring the task can be performed with minimum, or known risk for mitigation - Monitoring flight hour limits and scheduling for crew and pilot fatigue risk - Crew resource management, assessing the risks and training the crews (Pilot/Mechanic/Linemen) to ensure all personnel are trained and capable to perform the line industry tasks with aviation assets - Conducts field assessments and audits, observations in the field - Fueling in a right of way, rotor distances, grounding, fuel sampling, hot refueling etc. - Incident reporting/investigating/root cause analysis. - Understands federal regulations and collaborates with industry and regulatory entities. (i.e. FAA, OSHA, EPA, DOT, NTSB) - Collaborates with the department heads to develop and/or implement safety policies and procedures, schedule and conduct employee safety and Human Performance training - Develop and manage company safety surveys - Distribute newsletters and communications of industry safety issues - Leads company Emergency Response Go-team - Participates in company and customer partner safety committee meetings - Employee should possess the following skills in order to perform the duties of this job efficiently: - Excellent Oral and Written Communication Skills - Ability to interpret technical information - Technical Communication - Diplomacy and Tact - Professionalism - Strong Organization Skills - Planning and Scheduling - Time Management and Multitasking - Computer Proficiency in Microsoft Office, databases, and other software systems utilized by LUMA - Ability to work without supervision - Ability to adapt to changing priorities - Team Player - It is crucial for the Aviation Operational Safety & Training Manager to be familiar with Web Based Analytical Tools, Knowledge of Safety Management Systems (SMS), and have the ability to manage and implement safety programs - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

## **REQUIREMENTS**

### **Education**

- FAA commercial pilot or airline transport pilot certificate or, - FAA mechanic certificate or FAA aircraft dispatcher certificate

### **Experience**

- Minimum of 7 years' experience in aviation - Minimum of 3 years of supervisory experience - A combination of aviation and utility/linework experience considered an asset. - Formal safety training or education considered an asset.

### **License/Certifications**

- OSHA Certification Desired - Valid drivers license - Clean driving record

### **Travel Requirements**

50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: Seldom  
- Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions:

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**JOB TITLE:** Manager, Retirement

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Manager, Retirement Plans has a broad range of responsibilities designed to lead the administration of the Company's defined contribution retirement plans, both qualified and non-qualified in compliance with ERISA and other relevant laws and regulations. This role also serves as the Company's internal subject matter expert on systems, processes, and procedures to ensure the accurate, timely, and efficient delivery of the Company's retirement plans.

**JOB DESCRIPTION:**

- Manage and guide the work of the team that is responsible for all administration and compliance activities of the Company's retirement plans
- Provide subject matter expertise and direction on special or complex retirement projects and initiatives, including but not limited to plan mergers, plan terminations, and compliance initiatives
- Provide peer review of retirement administration teamwork, including but not limited to government filings, regulatory notices, and participant communication
- Identify improvement opportunities in the administration of the Company's retirement plans, providing recommendations, and implement solutions using a combination of systems, tools, processes, and standard operating procedures
- Partner with HRIS to design and implement systems and reporting for the successful and effective management and administration of retirement plans, including defining systems requirements, analyzing file specifications, testing, and researching/resolving issues internally and with third-party administrators and systems
- Lead the execution of compliance programs, internal audits, external audits, and government audits
- Resolve escalated employee and retiree issues
- Serve as technical resource and mentor to the retirement administration team, including identifying and delivering on training opportunities
- Maintain knowledge of regulatory and compliance requirements impacting retirement plans and ensure compliance with all relevant laws, regulations, policies, and other government requirements and standards
- Maintain and update the annual administration and compliance calendar, ensuring quality and timeliness
- Demonstrated knowledge of laws and regulations governing defined benefit and defined contribution plans required both qualified and non-qualified
- Follow all policies and procedures
- Performs other duties as required
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's degree

Experience

- Minimum 10 years of experience managing the administration of retirement plans
- Minimum of 5 years in a supervisory role
- Experience managing and developing others

License/Certifications

Preferred: - PePHR, SPHR, SHRM-CP or SHRM-SCP

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Manager, Meter Testing

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Metering Director, this position is responsible for overseeing a department of technical metering employees. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Manage and direct Meter Testing employees in various classifications - Develop plans, policies, and procedures relating to the testing of utility metering installations - Ensure that all impacted employees adhere to meter testing utility plans, policies, and procedures - Address shortfalls in meter testing plans and workflows - Accountable to ensure meter shop processes and procedures meet the corporate Metering Quality Assurance Program - Execute metering projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Lead and support capital projects - Develop, review and authenticate metering designs - Work planning, coordination, and cost estimating - Support and improve metering diagrams and design drawings - Support and improve meter equipment specifications - Participate in procurement of metering equipment - Follow, develop and improve metering processes and standards - Contribute to the Metering team Business Continuity Plan and ensure team is ready to enact BCP - Participate and lead design initiatives, including presentations to the metering group and senior management - Various reporting to the other managers in Metering, Metering Director and project team - Provide technical support to field organizations - Any and all duties below this classification - Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - Technical degree in electricity/electric theory Preferred Education: - Bachelor of Science Degree in Engineering or Business

## Experience

Required Experience: - Minimum ten (10) years of experience in a Utility Environment Preferred Experience: - Previous experience working in Metering/AMI/Linework

## License/Certifications

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Standards and Procedures

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Metering Director, this position is responsible for overseeing a department of engineers and technical staff. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Manage and direct Meter Engineers, Technical Writers and Technical Clerks in various classifications - Develop plans, policies, and procedures relating to metering Standards & Procedures - Ensure that all impacted employees adhere to meter testing utility plans, policies, and procedures - Address shortfalls in metering Standards & Procedures - Develop plan to address Standard & Procedure deficiencies in collaboration with Metering staff - Execute Standards & Procedure support projects within scope, schedule and cost - Develop and obtain documentation pertaining to meter testing support - Coordination of Standards & Procedure activities as a member of a multi-disciplinary team of managers - Lead and support capital projects - Develop, review and authenticate Standards, Policies and Procedures - Work planning, coordination, and cost estimating - Develop, support and improve metering diagrams and design drawings - Develop, support and improve meter equipment specifications - Participate in procurement of metering equipment - Accountable for the corporate Metering Quality Assurance Program - Follow, develop and improve metering testing processes and standards - Contribute to the Metering team Business Continuity Plan and ensure team is ready to enact BCP - Participate and lead support initiatives, including presentations to the metering group and senior management - Various reporting to the other managers in Metering, Metering Director and project team - Provide technical support to field organizations - Any and all duties below this classification - Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - Technical degree in electricity/electric theory Preferred Education: - Bachelor of Science Degree in Engineering or Business

#### Experience

Required Experience: - Minimum ten (10) years of experience in a Utility Environment Preferred Experience: - Previous experience working in Metering/AMI/Linework

#### License/Certifications

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Budget Analyst, Business Transformation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for overseeing the metering department budget and associated employees. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Manage and direct Clerks in various classifications. - Develop plans, policies, and procedures relating to metering and department budgets. - Ensure that all impacted employees adhere to defined budgets. - Promptly address shortfalls in metering budgets via collaboration with metering leadership. - Develop plan to address present and future budgetary allowances and constraints. - Execute budgetary processes in an equitable manner; considering all of metering while doing so. - Develop and obtain documentation pertaining to metering department budgets. - Coordination of metering budgetary activities as a member of a multi-disciplinary team of managers. - Support capital projects. - Work planning, coordination, and cost estimating. - Participate in procurement of metering equipment. - Follow, develop and improve budget processes. - Participate and lead support initiatives, including presentations to the budget group and senior management. - Provide budgetary support to field organizations. - Any and all duties below this classification. - Business knowledge in the utility & regulated environment. - Working knowledge of our Operations groups & the challenges they face day to day. - Proven experience applying sound judgment to make decisions. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Ability to effectively interact with internal and external customers. - Excellent team player and ability to prioritize assignments to meet commitments. - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion. - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope. - Human resources skills to mentor more junior engineers and designers. - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education: - Technical degree in accounting or business Preferred Education: - Bachelor of Science Degree in Accounting or Business

**Experience**

Required Experience: - Minimum 3-5 years of experience in a Utility Environment Preferred Experience: - Previous experience working in Accounting or utility operations

**License/Certifications**

#### Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom.  
- Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle.  
- Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Manager, Payment Processing

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Billing Services Director; this position is accountable for the leadership of the area which includes managing all payment processing, motivating, leading , guiding and developing payment processing team; manage contractual relationships with financial institutions, provide strategic direction for payment processing team, partner with energy assistance agencies, coordinating with other departments such as Finance and Information Technology and oversees process improvements. The Manager will be in charge to Payment Processing Team.

**JOB DESCRIPTION:**

- Manage all payment processing functions for LUMA Energy.
- Motivate, lead, guide, and develop payment processing team to meet or exceed goals.
- Manage contractual relationships with financial institutions providing processing services for LUMA.
- Provide strategic direction for payment processing team to partner with Finance, Information and Technology, Call Center leadership, and other departments regarding key business functions.
- Lead team to ensure timely and accurate processing of payments.
- Partner with energy assistance agencies to support customer access to funds, while seeking to increase program access
- Oversee process improvements to drive cost savings for payment processing and related department functions.
- Provide data analytics to identify customer trends and support enhancements for payment channels.
- Manage team and provide oversight to monitor cash balances and reconcile transactions.
- Support collaboration and communication across multi-functional teams including Customer Experience, Finance, Information and Technology, and Regulatory.
- Document and share customer studies that consist of both qualitative and quantitative research steps.
- Foster lifelong learning among team members and enhance the knowledge and experience of the team
- Facilitate continuous customer experience improvement across the organization.
- Partner with the Voice of the Customer team to develop journey maps to address the customer experience story and identify pain points and improvement opportunities.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Finance or Accounting Preferred - Master degree in Finance or Accounting

**Experience**

- General knowledge of electric utility business processes
- Extensive knowledge of financial controls and banking systems
- Preferred project management skills and experience in managing multiple initiatives of various scope and size
- Advanced business process analysis and data analytical skills
- Strong written and verbal communication skills to provide information in a clear, concise, and timely manner
- Strong facilitation skills to guide cross functional teams to a desired end result
- Strong organizational skills to work independently in a complex and dynamic environment
- Self-motivated problem solver who

constantly looks for opportunities to continually improve the business - Business analysis and documentation projects including problem definition, requirements definition, business process modeling, reporting, data analytics, business cases, and actionable recommendations - Communications and presentation experience to senior leaders - Quality assurance, data analytics and process improvement experience - Project management experience; planning, executing, controlling, closing - Proficiency in Microsoft Office Applications (Word, Excel, Outlook, Power Point) - > 6 Years of experience in finance, accounting, management, customer service payment processing or similar field of increasing leadership Preferred - Training and experience applying quality improvement methodologies (LEAN, Six Sigma) - > 11 Years in a supervisory position or leading customer experience change initiatives

#### License/Certifications

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** IT OT IAM Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for the daily provisioning and deprovisioning access to corporate assets in alignment with corporate policy. In addition, this position will participate in audit processes and may support technology projects in establishing security roles/profiles ensuring segregation of duty where necessary and alignment to security access policies.

**JOB DESCRIPTION:**

- Manage access to the Corporate Network, applications and data using an auditable process, including the management of access for Users, Groups, Mailboxes, Instant Messaging, Public Folders, Remote Access Service, Network Shares.
- Provide reports to departments (ex: Inactive Accounts, Group Memberships)
- Ensure that application/data security is met through compliance with policies/procedures and requests are completed within key performance indicator limits
- Provide guidance to other teams when resolving access-related issues.
- Assist other teams with account-related aspects of project coordination and mentor the Associate IAM Analyst personnel through coaching and guidance.
- Assist in the development and documentation of new processes relating to employee access to resources. Maintain and update Access Control Access Policies, Documentation, and Staff Lists. Contribute to ongoing improvements to workflows/processes while identifying gaps and automation opportunities
- Analyze and translate user requirements to ensure appropriate access is provided to systems, applications and corporate information, including the implementation of new access models for new applications
- Manage multiple simultaneous tasks in a fast-paced environment while accepting escalations through our escalation process. Manage client escalations take ownership of requests and see them to Contribute to audits, access reviews and the IT Security and Compliance Team as needed
- Ensures that tickets are grouped into categories of low, medium or high priority creates IAM tickets based on requirements and level or priority, troubleshoots and assists users with various Identity Access Management issues, and ensures that IAM tickets are closed, and the resolution is communicated to the user
- Maintains a highly proficient technical knowledge of Identity Access Management, Active Directory, permissions management, including file permissions (for example, SharePoint and NAS), and working knowledge of active directory and ITIL processes
- Exceptional written and verbal communication skills, interpersonal skills, to well-developed problem solving, analytical and troubleshooting skills. Strong planning, time management and documentation skills
- Required to work additional hours as needed
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Performs other duties as assigned

## **REQUIREMENTS**

### **Education**

#### **Required:**

- Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience

#### **Preferred:**

- Degree in Information Technology or Computer Science
- Knowledge of NERC CIP, and the NIST Cybersecurity Framework is preferred

### **Experience**

#### **Required:**

- 3 to 5 years of IT experience of related work experience in Identity and Access Management

#### **Preferred:**

- Beginner to intermediate OKTA / PowerShell
- Experience using Microsoft Visio
- Automation experience
- Experience working in Critical Infrastructure / OT Operations is preferred

### **License/Certifications**

#### **Required:**

- Microsoft certification

#### **Preferred:**

- CISSP, CISA or CISM is preferred

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

### **Physical Demands**

- Stationary Position -Frequently
- Pushing/Pulling/Reaching - Frequently
- Climb - Seldom
- Kneel - Frequently
- Grab - Seldom
- Bend - Frequently
- Lift/carry over - Less than 5 LBS
- Vision - N/A
- Hearing - N/A

### **Working Conditions**

- Wet or Humid - N/A
- Working near or on moving mechanical parts - N/A



- Working near or on heavy machinery - N/A
- Working in high places - N/A
- Exposed to fumes or airborne particles - N/A
- Exposed to toxic or caustic chemicals - N/A
- Frequency of working in outdoor weather conditions - N/A
- Work with Electricity - Seldom
- Work with explosives - N/A
- Work on or near a source of radiation - N/A
- Loud noise conditions (above 87dB)- N/A
- Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Supervisor, Revenue Protection

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Revenue Protection is responsible for managing teams that oversee Start Service, Credit Standards, and Bankruptcy; a team of credit standards analysts that monitor, evaluate, and update processes related to customer credit, deposits, and payment arrangements; and a team of Customer Care Representatives (CSR's) that monitor the status of collections across all customers segments. This role is responsible for managing analyst(s) that monitor and evaluate the effectiveness of customer collections and dunning processes across all customer segments (Residential, Commercial, Wholesale, and Government) and ensuring that all collections and dunning processes and policies are compliant with legal regulations and codes. Responsibilities also include developing business cases, assisting with budget and business plan development, and managing expenditures.

**JOB DESCRIPTION:**

- Manage a team of start service analysts processing customer requests to initiate service for existing customers while ensuring payment of existing account balances from those customers.
- Manage customer verification documentation processes associated with start service analysis.
- Ensure start service analysts comply with all required customer data security standards during customer communications.
- Manage the performance of credit, deposit, and payment arrangement processes and policies.
- Evaluate opportunities to update credit standards processes and policies to improve collections results (Accounts Receivable by customer segment, DSO, etc.) and customer experience.
- Lead the Bankruptcy team in accurately processing and documenting bankruptcy cases through the legal process.
- Manage the process of documenting bankruptcy cases, making appropriate account changes and notifications in the customer's account, communications with appropriate attorneys and courts, and following the bankruptcy case through the steps involved in the legal process.
- When applicable, manage collections process for deposits and past due amounts based on bankruptcy case proceedings.
- For Government and Wholesale customers, coordinate with Key Accounts and Contact Center teams to maximize effectiveness of collections and customer experience.
- Recommend and implement process and policy changes to increase collections performance metrics (Accounts Receivable by Customer Segment, DSO, and other collections metrics).
- Manage evaluation of dunning process effectiveness including all communications channels by which dunning could be executed (text, email, mobile app notification, automated call, etc.).
- Recommend and implement dunning process and policy changes to increase collections performance metrics (Accounts Receivable by Customer Segment, DSO, and other collections efforts).
- Ensure dunning and collections processes are compliant with all required customer data security standards during customer communications.
- Utilize work management database in the performance of all three teams as well as to balance delivering prompt customer experience while protecting company collections efforts.
- Acts as a "champion for change" to ensure that business process and technology improvements are successfully implemented and promoted in the area.
- Optimizes the use of resources including people and equipment within scope of role.
- Manages local facilities and works cooperatively with various stakeholders.
- Addresses day-to-day operating issues and/or escalates to

Manager as needed or required. - Create quality and performance measures to manage and report ongoing performance of the procedures. - Monitors business metrics and reporting to ensure targets are met. - Where applicable, produce new metrics or reports to improve measurement of business performance. - Acts as a champion to develop a “safety first” culture within the organization. - Lead by example through personal demonstration of Health, Safety and Engineering best practices daily. - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Leads, coaches, and supports employee performance. - Responsible for labor relations which include working closely with human resources and associations to resolve issues that may arise. - Fosters good relations with local officials. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Ensure processes are compliant with all company policies and regulatory agencies. - Identify and understand opportunities for improvement by analyzing existing business documentation and performance; identify gaps in the required documentation against existing policy and/or legislation. - Strong attention to detail and quantitative (statistics and data analysis) skills required to analyze customer service data and evaluate processes to support the optimization of future state operations and the customer experience. - Superior time management, organizational planning and development skills and project planning capabilities. - Proficient skills in the use of computer applications (MS Office). - Demonstrates ability to gather, communicate and document business processes as well as requirements for the various organizational areas and project stakeholders that rely on that information to define system requirements and organizational processes. - Excellent interpersonal and communication (both, verbal and written) skills with the ability to work with a variety of people and stakeholders across the organization. - Performs other duties as assigned. - Follows all policies and procedures. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor’s Degree Preferred - Juris Doctor

### **Experience**

- 6+ years related work experience in managing administrative and legal processes for arrears and uncollected accounts. Preferred - Experience with CRM customer service technology systems. - Experience in developing and delivering training. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. - Experience in managing customer facing teams and stakeholder engagement. - +8 Years of Experience in managing arrears cases and sue for uncollected accounts.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver’s License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels:Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally”If one-third to two-thirds of the time or moreoccasionally to frequently”If more than two-thirds of the time –“constantly”] - Stationary Position

-Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab-N/A - Bend -N/A - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing- Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Program Manager, Incident Mgmt

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Incident Management Program Manager is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of maintaining the Oracle CC&B platform (V2.7 version) and all other Customer Experience technology platforms. Program Manager will ensure business operations meet Customer Experience delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes, and procedures. Responsibilities also include developing business cases, assisting with budgeting, and managing expenditures. Reporting to the Billing Services Director, this position is responsible for leading the Incident Management team in maintaining up-time and availability for all Customer Experience (CX) technology platforms, responding in a timely and efficient manner to submitted Helpdesk tickets (e.g., from internal CX customers) and collaborating with LUMA IT/OT organization on the development of technology road maps and annual plans to support the Customer Experience organization. In addition, Program Manager is responsible for ensuring employees are highly motivated and focused on delivering excellence in customer solutions and accurate & timely payment processing.

**JOB DESCRIPTION:**

- Manage a team of expert users in billing system to support the accurate and timely billing and maintain customer records.
- Manage a team of experts to meet or exceed goals.
- Foster a focus on data integrity, system resilience and trust within technology platforms
- Provide program insights to drive strategic platform enhancements or positioning.
- Oversee UAT and billing program modifications to ensure documentation is maintained and critical testing is completed.
- Conduct routine audits in conjunction with leadership to determine risks as well as to address program performance or opportunities for process improvement through system controls.
- Lead internal meetings, surveys or other formal of managing feedback in order to guide system enhancements.
- Maintain service-level agreements and up-time for all Customer Experience technology platforms
- Oversee and manage all 3rd party vendors providing outsourced Customer Experience technology platforms (and/or collaborate with IT/OT department)
- Partner with CX team members to maintain user access to system functions while maintaining proper user controls.
- While maintaining internal CX service level agreements (e.g., response time), respond to submitted help desk tickets in a timely manner and collaborate with internal customers to confirm problem area(s), provide trouble shooting and resolve issues in a timely manner to support Customer Experience operations
- Partner with the Voice of the Customer team to ensure user training and enhancements are addressed through user evaluation and training.
- Develop technology road maps and annual technology plans in collaboration with IT/OT department as part of supporting the Customer Experience department in managing its operations and aligning to overall Customer Experience objections and operational goals

Program Manager – General Roles

- Acts as a champion to develop a “safety first” culture within the organization.
- Lead by example through personal demonstration of Health, Safety and Engineering best practices daily
- Is aware of all system improvements and new extensions in the local area and actively participates on project team as a project sponsor to bring the local operations

perspective, identify risk and approve scope - Supports the Customer Experience area to ensure processes are followed. Leads assessment to understand root cause and implement corrective actions when targets are not met - Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area - - Conducts regular operations meetings to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities - Addresses day to day operating issues and/or escalates to Director as needed or required - Optimizes the use of resources including people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system - Monitors business metrics and reporting to ensure targets are met - Manages local facilities and works cooperatively with various stakeholders - Ensures the effective use of asset management tools in support of company programs - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Provides support and guidance to subordinates to resolve situations that are outside of the ordinary or day-to-day practice - Responsible for labor relations which include working closely with human resources and associations to resolve issues that may arise - Leads, coaches, and supports employee performance - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply - Ensures that all incidents and near misses are reported, documented, investigated, and acted upon including escalation to the Regional Manager with follow up as required - Fosters good relations with local officials - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Bilingual: English/Spanish

## **REQUIREMENTS**

### **Education**

- Bachelor’s degree in Information Technology, Computer Science, Computer Engineering or related field

### **Experience**

- 6+ years related work experience in leading high performing Customer Experience teams (e.g., CRM systems, contact center platforms, metric dashboards, etc.) - Experience with CRM Customer Experience technology systems - Experience with developing and implementation of key performance indicators and organizational assessment metrics - Experienced in process improvement and process improvement methodologies - Proficiency in Microsoft Office Applications (Word, Excel, Outlook, Power Point) - Organizational planning and development skills - Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders - Excellent interpersonal and communication (both written and oral) skills - Exceptional analytical, decision making, and problem-solving skills Preferred - +8 Years of Experience in leading high performing Customer Experience teams (e.g., CRM systems, contact center platforms, metric dashboards, etc.)

### **License/Certifications**

- Valid Driver’s License

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Energy Mgmt

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager – Energy Management oversees the overall energy management support for the control center in energy planning and balancing. Working with industry leaders and other leaders within System Operation and the organization, the Manager – Energy Management will provide strategic leadership and guidance in the area of generation system planning, energy market operation, operating reserves and ancillary services, generation and load forecast, generation and load balancing, and DER. The Manager – Energy Management is also accountable to ensure the delivery of energy management services to the control room operation in accordance with environmental law, safety regulation, engineering standards and operational procedures

**JOB DESCRIPTION:**

- Manage a group of engineers and ultimately responsible and accountable for the delivery of energy management services such as generation and load forecast, generation dispatch table, load shed list and ancillary services dispatch table in support of the control center real-time operation
- Lead the development and maintenance of operating processes and procedures used by Transmission Operators to maintain energy balance, constant frequency, contingency reserve obligation in accordance to Power Purchase Agreement (PPA), System Operating Principles, Joint Operating Procedure (JOPs), other Operating Contracts as well as applicable safety and environmental regulation in normal and emergency situations
- Working with leaders within the organization and other industry leaders to provide strategic leadership and guidance in developing mid to long term energy planning strategy to meet changes in load demand, generation decommissions, increase in renewable energy and DER penetration
- Responsible for the development of the energy market and operating reserves and ancillary services operating policies and procedure to maintain system reliability
- Lead the development of system restoration strategy and secure adequate black start contract
- Prepares operational reports, statistics and KPIs related to the activities assigned to more senior leaders to be used in the development of strategies and decision-making processes
- Work together with other System Operation leaders and ensure swift communication and collaboration between the control room, engineer, trainer and support staff to promote overall safe and reliable grid operation
- Develop an annual control room budget that meets the operational requirements and is responsible to execute on the approved budget
- Required to work within collective bargaining units and in-scope employees in accordance with the collective agreement
- Provide leadership and support in maintaining and improving the team's morale and engagement
- Work with key accounts to identify VIP customer and develop a customer program that meets or exceed customer's expectation
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education



Required education: - Bachelor's Degree in Electrical Engineering from an accredited university or college.

#### Experience

Required experience: - Ten years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

#### License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** HRIS Data Entry Clerk

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Data Entry Clerk is responsible for identifying and fixing discrepancies in the system, as well as entering high volumes of data. Performs data entry for the Human Resources Department to assist in providing constant clear and effective communication. Assist in updating and maintaining specifications and entering all relevant data into web-based information systems.

**JOB DESCRIPTION:**

- Maintains database by entering new and updated employee account information - Prepares source data for computer entry by compiling and sorting information - Establishes entry priorities - Processes employee account source documents by reviewing data for deficiencies - Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution - Enters employee account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format - Maintains data entry requirements by following data program techniques and procedures - Verifies entered employee account data by reviewing, correcting, deleting, or reentering data - Maintains operations by following policies and procedures and reporting needed changes - Maintains confidentiality of sensitive information - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

It's required a: - High school diploma or equivalent It's Preferred: - Associate degree is preferred

Experience

- Data entry experience or related office experience

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to

toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Section Manager, PMO

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Vice President, the PMO is responsible for leading the implementation and continuous improvement of project management methodologies and business processes to ensure project delivery has the appropriate strength, leadership acumen and technical capabilities to meet business requirements. This position will oversee the development of all project metrics and reports. It will provide the leadership team with focused, timely assessments and recommendations to increase the strategic benefits or mitigate the risks associated with project delivery. The manager will work with all areas of LUMA to understand their project management needs and work with them to ensure the products and services delivered by the PMO correspond to their expectations and align with the PMO's process and methodologies.

#### **JOB DESCRIPTION:**

- Maintain relationships with project management team and stakeholders across all Divisions.
- Stay on top of best practices and, when appropriate, implement these best practices.
- Monitor and report to management on process development progress and standards.
- Develop and implement communication/training strategy to ensure successful implementation of business processes.
- Facilitate an enterprise-wide project management community.
- Work with management and front-line stakeholders to identify and implement business process improvements.
- Maintain relationships with the Information Technology groups to ensure software functionality does not adversely impact connected systems.
- Ensure training is developed and provided to stakeholders.
- Ensure integration of lessons learned and monitor corrective/preventive actions.
- Report regularly to management about continuous improvement, trends and project performance, where applicable.
- Accountable to lead the implementation of project management methodologies from the PMO into LUMA departments and to ensure that the appropriate guidelines, policies and practices are in place and being utilized on projects.
- This position solves problems, takes a new perspective using existing solutions, works independently and directs the work of other staff members and will provide the leadership team with focused, timely assessments as well as recommended actions to increase the strategic impact/overall benefits or mitigate the risk on any aspect of the projects.
- Good understanding of regulatory and non-regulatory environment
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

#### **REQUIREMENTS**

##### **Education**

- Bachelor degree in Engineering, Commerce, Economics or Business Project Management training/certification (i.e. PMP) or equivalent relevant experience.

##### **Experience**

- Minimum 10 years in Project Management experience in a utility or EPC environment. - Experience as a supervisor, manager, and/or leader. - Experience with Six Sigma or Lean methodologies would be considered an asset. - Experience working within and/or leading a Project Management Office. - Experience with training development and delivery.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Payroll

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Payroll is responsible for ensuring accurate and timely payment of employees aligning with applicable legislation, policies, and procedures. This includes, but is not limited to, ensuring payroll information is accurate by managing payroll preparation, completing reports and maintaining records; review and approval of payroll related monthly and year end journal entries; issuance of year end W-2's, and; maintaining the system to apply established work rules to payroll calculations (Kronos). This role is responsible for providing direction and leadership to the Processing and Payment, and Kronos Application teams as well as is expected to maintain employee confidence and protects payroll operations by maintaining confidentiality of information throughout daily activities.

**JOB DESCRIPTION:**

'- Maintain payroll information by directing the collection, calculation, and entering of data. Update payroll records by reviewing and approving changes in exemptions, insurance coverage, savings deductions, and job titles, and department and division transfers - Pay employees by directing the production and issuance of paychecks or electronic transfers to bank accounts - Prepare reports by compiling summaries of earnings, taxes, deductions, leave, disability, and nontaxable wages. Determines payroll liabilities by approving the calculation of employee federal and state income and social security taxes, and employer's social security, unemployment, and workers compensation payments - Resolve payroll discrepancies to ensure payroll accounts balance. Respond to payroll inquiries and requests. - Maintain payroll guidelines by creating and updating policies and procedures - Maintain and update knowledge pertaining to existing and new legislation. Ensure payroll compliance with federal, state, and local legal requirements.; enforce the teams adherence to requirements, and; advise and provide recommendations to management on required actions - Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies, etc. - Provide direction and leadership to the team regarding processing and payments and Kronos. This includes assigning and directing work, recruitment activities, establishing goals in alignment with department objectives, conducting performance appraisal and professional development/training opportunities. - Proficient in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Strong analytical, attention to detail and problem-solving skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence -

Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Minimum of 6 years of experience in a similar position with supervisory experience Preferred: - +6 years of experience in Payroll and supervisory experience - Experience working with Kronos

### **License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant) - FPC (Fundamental Payroll Certification) - CPP (Certified Payroll Professional)

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Lead, Renewables Systems

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The primary function of this role is to lead, plan and coordinate the development of Integrated Resource Plan (IRP) from generation perspective (including but not limited to LNG, Diesel, Hydro, Wind, Photovoltaic, Hydrogen, etc. fuel sources, this will include Energy Storage Systems). Close coordination with Lead T&D Grid is required. Will coordinate with Generation Directorate teams and system operation to outline scenarios to evaluate different energy source technologies, capacities, locations and customer programs (i.e. energy efficiency, demand response, renewable integration, etc.). close coordination with leads of customer programs, and lead of performance metrics are fundamental to ensure regulatory requirements are considered during IRP evaluation. Requires expertise in understanding utility business process, data analytical techniques, sensitivity analyses and reporting.

#### **JOB DESCRIPTION:**

- Maintain and enhance the IRP development processes; improve data flow incorporating data analytic technics and tools in the process. - Assist Management to outline RFP for selecting third party who will be developing the IRP based on inputs from LUMA. - Maintain and keep track of regulatory requirements highlighted in previous IRP resolution and orders as well as legal requirements, this to ensure compliance with legal requirement. - Assist Management in providing inputs to proposed regulations and order, coordinate inputs from internal stakeholders and assist Regulatory team as requested. - Assist Management participation in the development of regulatory strategy and preparing responses to correspondences from Regulator. - Coordinate with Generation Directorate teams, Transmission and Distribution planning outlining scenarios to be evaluated during IRP development. Ensure both technical and legal requirements are considered during scenario definitions. - Coordinate and be liaison with third party, who is evaluating the IRP, and internal stakeholders to obtain generation data (including fuel cost, quantities, scenarios, etc). - In coordination with T&D Grid lead, organize calls and meetings, to cover IRP development challenges from Generation/energy source perspective. - Clearly and transparently communicates drivers of performance indexes errors and reports variances. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

#### **REQUIREMENTS**

##### **Education**

- Bachelor's degree, Engineering, Economics, Commerce or Business, or another relevant field.

##### **Experience**

- 7+ years related work experience in either T&D planning, Engineering and Designing, or T&D operation.  
- A good understanding of the electric utility model, or other heavily regulated industries, previous experience working at a T&D utility an asset. - Demonstrated knowledge and understanding of regulatory



principles, data analyses and system performance. - Organized and able to clearly communicate both verbally and in writing, to cross functional teams.

License/Certifications

Travel Requirements

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to.

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Warehouse Operator, Inv and Asset Recovery, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Warehouse Worker is to perform warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, and in some locations, loading trucks with product.

**JOB DESCRIPTION:**

- Load, unload, sort, consolidate, stack and stage products and materials using required equipment. - Assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems - Operate required warehouse equipment in performing the functions of the job - Executes routine tasks in and out of the warehouse as required and in associated systems related to functions of the job - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Perform equipment safety review. Report any violations or hazards to management immediately. - Keep all warehouse space clean and organized - Strong attention to detail with a focus on accuracy. Ability to work quickly and efficiently. - Strong communication and interpersonal skills as this role interacts with co-workers, management, suppliers, and customers regularly
- Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 1-2 years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite etc.)

License/Certifications

- Driver's License, - Transportation of Dangerous Goods Training

Travel Requirements

50%

Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Warehouse Operator, Material Mgmt, West  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Warehouse Worker is to perform warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, and in some locations, loading trucks with product.

**JOB DESCRIPTION:**

- Load, unload, sort, consolidate, stack and stage products and materials using required equipment. - Assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems - Operate required warehouse equipment in performing the functions of the job - Executes routine tasks in and out of the warehouse as required and in associated systems related to functions of the job - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Perform equipment safety review. Report any violations or hazards to management immediately. - Keep all warehouse space clean and organized - Strong attention to detail with a focus on accuracy. Ability to work quickly and efficiently. - Strong communication and interpersonal skills as this role interacts with co-workers, management, suppliers, and customers regularly
- Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 1-2 years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Driver's License, - Working towards Explosives Permit, - Transportation of Dangerous Goods Training

Travel Requirements

10%

Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Warehouse Operator, Material Mgmt, East  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

Overall scope and purpose of the Warehouse Worker is to perform warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, and in some locations, loading trucks with product.

#### **JOB DESCRIPTION:**

- Load, unload, sort, consolidate, stack and stage products and materials using required equipment. - Assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems - Operate required warehouse equipment in performing the functions of the job - Executes routine tasks in and out of the warehouse as required and in associated systems related to functions of the job - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Perform equipment safety review. Report any violations or hazards to management immediately. - Keep all warehouse space clean and organized - Strong attention to detail with a focus on accuracy. Ability to work quickly and efficiently. - Strong communication and interpersonal skills as this role interacts with co-workers, management, suppliers, and customers regularly
- Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

#### **REQUIREMENTS**

##### Education

- High School Diploma or G.E.D.

##### Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 1-2 years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite etc.)

##### License/Certifications

- Driver's License, - Working towards Explosives Permit, - Transportation of Dangerous Goods Training

##### Travel Requirements

10%

##### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Operator - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The primary duties of this position will include operating large craning equipment 40 Ton craning equipment on and off highway and associated vehicles used in the construction, operation and maintenance of power lines and other company facilities. Although operating cranes will be the primary role, this position will be expected to operated heavy trucks, digger derricks, bucket trucks, Nodwells, excavator, drill rigs wheeled ATVs, and pole trailers.

**JOB DESCRIPTION:**

- Load, haul and unload equipment required for power line construction and maintenance. - Operate crane (picker) with man baskets and/or load line at heights up to 160 feet. - Operate Digger Derrick equipment and large A.T.V. carriers. - Handling of heavy loads; operating special equipment with 40 plus ton capacity.
- Responsible for daily vehicle and equipment inspections and identification and recording of problems related to equipment operated. - Assist lineworkers with manual duties such as shoveling, lifting, assembling, site clean up and other related nonskilled labor when operating equipment is not required. - Strong team participation, interpersonal and communication skills are required while working in a crew environment - Responsible for accurate and timely recordkeeping of operator hours of work. - Operating equipment on jobsites in support of construction and maintenance of power line projects. - Assisting with general duties at job sites or home base as required. - Follow all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- High School Diploma or ability to obtain quickly (GED acceptable).

**Experience**

- Experience should include several years of heavy equipment operation. - Two or more years of crane operating experience. - Experience related to power line construction and maintenance would be an asset.
- Mechanical skill and general equipment maintenance experience are a definite asset. - A proven record and experience of safe working skills regarding vehicles operation, job planning.

**License/Certifications**

- Valid Heavy Duty drivers License cat 9. Candidate will present a current driver's abstract for our inspection. - Journeyman Mobile Crane Operator Certificate Valid Crane and Hoisting Equipment Operator (boom truck/crane license) trade certification, recognized by the Government of Puerto Rico and OSHA. - Valid WHMIS, and TDG certification. - Valid First Aid, CPR and AED

**Travel Requirements**

40%



#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Groundman - Laborer - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under the direct supervision of the Power Lineworker, the successful candidate will perform duties required in the construction, operation and maintenance of transmission and distribution lines, structures and related equipment. This entry level position is part of the career ladder of the lineworker trade.

**JOB DESCRIPTION:**

- Learn and obtain basic knowledge of the Power Lineworker trade - Assisting lineworkers with Overhead and Underground construction, maintenance and operation of the T&D system - Learn the basics of Special Equipment Operators, Equipment Operator and other operators of equipment by assisting them with setup/take down of the equipment, loading and unloading of material, spotting and various rigging - Assist lineworkers with manual laborer and other non-skilled tasks such as; shoveling, lifting, assembling, etc. - Provide traffic accommodations on highways and roads (Flagman) - Operations of forklifts and skid steers - Good interpersonal skills, and team focus coupled with the ability to follow instruction and procedures - The candidate will be expected to display an increasing acceptance of responsibility throughout the apprenticeship and have the ability to work alone at the journeyman level upon completion of the apprenticeship process - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Grade 12 high school diploma or equivalent (GED)

Experience

- 1 - 2 years related technical experience (Laborer 2) - Completion of company and provincial tests will be mandatory to remain in and advance through the apprenticeship process. - Preference will be given to applicants with Transmission and Distribution experience and experience with related equipment

License/Certifications

Aptitude tests for Math, English and mechanical ability also required. Completion of company tests will be mandatory to remain in and advance through the apprenticeship process. A valid drivers license and ability to obtain a heavy duty cat 8 or 9 license . (Current abstract required.)

Travel Requirements

40%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

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**JOB TITLE:** Director, Technology Enablement and Sustainment

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the VP, IT/OT, this position is responsible for ensuring that LUMA prepares effective long- and short-term strategies in using software applications, data and infrastructure technologies to meet PREPA's short- and long-term goals. Manager Technology Enablement & Sustainment will lead a team of Solution Architects, Systems Analysts and Business Analysts who are responsible for envisioning, developing, documenting and delivering technology programs for a designated business area of focus that are aligned with the PREPA business strategy. The Manager will liaise with the Technology Operation Support Team, System Integrators, Technology Vendors and the business users in LUMA to ensure the overall expected business outcomes are met. The Manager will follow and help to evolve a consulting methodology; coach and assist team members to grow architecture skills; coach and assist the team to effectively develop and use facilitation and analysis skills; assist the team to gather and document business requirements; prepare and document standardized deliverables and outcomes; perform quality assurance on the teams deliverables; and assist in measurement of outcomes achieved through technology utilization. The Manager may also develop portions of the overall business strategic plan and roadmap for LUMA and support the delivery of technology documents required for regulatory filings.

**JOB DESCRIPTION:**

- Leads, develops and manages the Technology Enablement & Sustainment team members and business application specialists in their day to day and project related duties
- Follows and helps to evolve business consulting standards and practices to achieve consistent, quality delivery of technology utilization across PREPA
- Coaches and develops team members in execution of business consulting practices
- Works with the IT/OT leadership team and System Integrators to develop and implement a shared project implementation model
- Coaches and assists the Technology Enablement & Sustainment team members and the business units to interpret and translate internal client business needs and to advise on possible application and process solutions for the business areas
- Accountable for quality, timeliness and accuracy of delivery of the staff working on the team
- Oversees or assists on the preparation of Business Cases and in reviewing Statements of Work from the service providers to ensure the agreement accurately reflects the business requirements and desired business outcome
- Manager has extensive knowledge in the capabilities and integration of utility software solutions for both information and operational technologies including but not limited to Enterprise Resource Planning, Customer Care & Billing, Meter Data Management, Outage Management, Work and Workforce Management, Asset Management, SCADA, Geospatial Data Management
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Other duties as assigned

**REQUIREMENTS**

## Education

Required: - Post-secondary diploma in information systems, computer science, information technology or a related discipline or equivalent experience Preferred: - A bachelor's degree in information systems, computer science, information technology or a related discipline preferred

## Experience

Required: - Minimum 5 years leadership experience - 10 - 15 years experience in information or operational technology Preferred: - 3 - 5 years experience in developing technology documents for regulatory filings - 3 - 5 years experience in developing technology strategies and roadmaps

## License/Certifications

Preferred: - Business Process Modeling - NIST Cybersecurity

## Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

## Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

## Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Director, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the Vegetation management functional area. This includes leading the people working within the function, leading the functions: safety leadership accountabilities, and development of strategic plans, policies, and standards. This position provides leadership vision across the vegetation management organization to assure that it provides a high level of service across the LUMA organization and to the customers and communities on Puerto Rico.

**JOB DESCRIPTION:**

- Leads VM operations; develops and implements process; directs or initiates operational changes and adjustments as required to meet business goals. Applies innovation in vegetation management processes and maintenance techniques. Effectively plan and manage vegetation management budget - Represent the vegetation management program to senior LUMA management and external stakeholders - Provide strong and decisive leadership to both the asset manager and service provider functions within the vegetation management organization. Lead direct and indirect reports through execution of strategic plans, creating the overall direction of Management and establishing that safety is priority, ensuring that all employees follow safe practices while working - Responsible for the development and improvement of company personnel and for fostering an environment that rewards mentoring and encourages employee cooperation. Apply a quantitative performance-based approach to management - Conducts regular, on-going staff meetings with VM organization to create an environment of open and effective communications across the operational area - Manages the quality process within all areas of responsibility and across a diverse organization, assuring that every aspect of the workforce, processes and standards, equipment, and services meet or exceed customer expectations and are always consistent with the quality goals of the company - Manages operations resources to ensure that resources are deployed to optimize our effectiveness in meeting customer expectations prudently - Manages overall financials within areas of responsibility, taking corrective action where necessary to assure that the business performs consistent with expectations. Evaluates capital expenditures and job costs and implements ideas regarding areas of savings and efficiencies - Establishes and maintains frequent, on-going contact with customers and special interest parties to foster improved communications and solid, long-term relationships - Effective change management and application of performance management methods. Strong business acumen - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Required: Relevant BSc Degree. - Preferred: BSc. in a natural resource discipline such as forestry, etc.

Experience

- Experience in managing a business unit of similar scale (Budget & # FTE's) - Relevant experience with utility vegetation management.

#### License/Certifications

- Valid driver's license

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: N/A - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Project Director, Market Transformation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for leading a team in developing and managing projects and initiatives that will transform the electricity market to facilitate the integration of new generation, new market participants, prosumers, and other innovations. Responsible for the overall planning, management, coordination, and administration of programs, staff and contractors, in order to achieve program goals and targets. This role is a key part of the Business Transformation department, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Leads a team of engineers in developing innovative market transformation initiatives to meet evolving customer needs, business objectives and regulatory requirements.
- Plans, organizes, and manages human resources, materials, budgets, and timelines required to achieve expected results.
- Manages the preparation, quality control, and delivery of analysis, reports, communications, and presentations.
- Prepares business, programs, and project plans to support senior management decision-making and to ensure implementation aligns with organizational strategy and goals.
- Maintains systems and processes for managing program/project budgets, timelines, and data to ensure accurate reporting on key performance indicators and deliverables.
- Conducts interviews and field visits to obtain, verify and validate information, inspect processes, and ensure compliance with regulations, rules, procedures, goals, and program objectives.
- Provides expertise and advice to senior management, other departments, and direct reports on market transformation concepts and initiatives to ensure compliance with laws, regulations, policies, and procedures. Continually enhances knowledge related to market transformation concepts and act as an internal resource for knowledge and skill development.
- Maintains effective relationships with internal staff and external stakeholders to create opportunities for new projects and initiatives. Coordinates and collaborates across functional areas on change management initiatives to transform organizational systems and processes. Promotes teamwork, a positive work environment, and collaborative problem solving.
- Follow all policies and procedures.
- Perform major storm restoration work and associated drills as assigned.
- Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor's Degree in Engineering or Master's Degree in a branch of knowledge specific to the requirements of the position, from an accredited university or college.

**Experience**



Required Experience - 10+ years of experience in managing technical and specialized activities in the field of electric utility asset management, system operations, renewable energy resources management, or related field. - Experience in capital planning and project management will be considered an asset.

#### License/Certifications

Required Licenses/Certifications - Valid driver's License Preferred Licenses/Certifications - Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Current member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- Seldom

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**JOB TITLE:** Supervisor, Trans and Generation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor – Transmission Operation is responsible for the safe and reliable operation of the electric generation and transmission system in day to day operations. Supervising a team of Transmission System Operators, the Supervisor – Transmission Operation will ensure that operations during the shift are carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures in real-time operation.

**JOB DESCRIPTION:**

- Lead the Transmission Operators and oversee the 24/7 operation of the Transmission system and associated generation units - Ensure adequate staffing level to cover 24/7 shift schedule - Work together with other Supervisor – Distribution Operation and ensure swift communication and collaboration between T&D and promote an overall safe and reliable grid operation - Required to work within collective bargaining units and in-scope employees in accordance with the collective agreement - Work with System Operation Technical Trainer to develop and maintain the Transmission Operator training program and methodology. This includes directing, guiding, evaluating, training, identifying competencies, and developing the human resources allocated according to operational and service needs - Ensure Transmission Operators are trained, signed off and qualified followed System Operation training methodology - Represent System Operation in switching related incident investigation - Participate in developing, maintaining and exercising System Operation Emergency Response Business Continuity Plan - Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) - Work with other teams within System Operation in the development and maintenance of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity - Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - Bachelor's Degree in Electrical Engineering from an accredited university or college.

Experience

Required Experience: - Seven years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 6 Years

#### License/Certifications

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors.

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Supervisor, Outages Planning

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervisor Outages Planning is responsible for the outages and permits scheduling to ensure the Generators and the Electric Transmission and Distribution system are planned and conducted in a safe and secure manner. Supervising a team of Schedulers, the Supervisor Outages Planning will ensure that outages requests are assessed and planned in a timely manner and are carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures in real-time operation. The Supervisor Outages Planning is responsible for scheduling and coordinating outages to the generations, transmission and distribution facilities for the utility, affiliates, and third parties. This is accomplished by coordinating maintenance and construction activities involving transmission, generation, SCADA and related communication systems within the company system.

#### **JOB DESCRIPTION:**

- Lead the Outages planners and oversee the assessment and planning of Outages of the electric system.
- Ensure adequate staffing levels to process outages requests in a timely manner - Work together with Supervisor – Transmission Operation and Supervisor – Distribution Operation and ensure swift communication and collaboration between groups to promote overall safe and reliable grid operation - Required to work within collective bargaining units and in-scope employees in accordance with the collective agreement - Represent System Operation in switching related incident investigation - Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) - Work with other teams within System Operation in the development and maintenance of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity
- Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

##### **Education**

Required: Degree in Electrical Engineering from an accredited university or college or Technologist certification. Preferred: Bachelor's Degree in Electrical Engineering from an accredited university or college.

##### **Experience**

Required: - Five years of utility experience the area of power generation, power system, power quality and/or real-time control center operation - > 3 Years Preferred: - > 6 Years

#### License/Certifications

Required Licenses/Certifications: - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects - Driver's License - Complies with the training required by law according to the requirements of the position Preferred: - Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A

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**JOB TITLE:** Process Lead, Process

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, PMO, this is a lead position, provide supervision, administration, coordination and accountable to lead the Project Processes and Implementation team in providing LUMA with the development and improvement of projects processes for the delivery of transmission and distribution projects. This position is also accountable to lead the implementation of project management methodologies from the PMO into LUMA departments and to ensure that the appropriate guidelines, policies and practices are in place and being utilized on projects.

**JOB DESCRIPTION:**

- Lead the evaluation of current processes and provide recommendations and direct the implementation of enhancements where required
- Responsible for the administration, management and maintenance of standard forms, aids, procedures, and best practices
- Complete evaluations of standard forms, aids, procedures and best practices to consider their effectiveness
- Assist in evaluation and selection of technologies/tools pertaining to delivery of projects and workflow management
- Responsible for the monitoring and compliance to processes/procedures to ensure productivity, work quality, schedule, customer feedback, and cost performance of projects
- Responsible for the implementation, training and rollout of project processes and procedures
- Continually looking for process, tools, forms, templates improvements and providing alternatives for short and long term solutions, including recommendations. Once approved, manage and direct their implementation
- Actively engages with other departments to determine their data / analytics needs
- This role requires an in-depth knowledge and experience of LUMA and LUMA PMO project processes and uses best practices and knowledge of internal and external business issues to improve services
- Good understanding of regulatory and non-regulatory environment
- Process development and business process improvement experience
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Undergraduate Degree in: - Engineering, Commerce, Economics or Business Project Management training/certification (i.e. PMP) or equivalent relevant experience is considered an asset

**Experience**

- Minimum 8 years Project Management experience in a utility or EPC environment
- Experience as a supervisor and/or leader
- Experience with Six Sigma or Lean methodologies would be considered an asset
- Experience working within a Project Management Office would be considered an asset
- Experience with agile project management would be considered an asset
- Experience with training development and delivery would be considered an asset
- Experienced change champion, credible, change agent, salesman

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Supervisor, Distribution

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor – Distribution Operation is responsible for the safe and reliable operation of the electric distribution system in day to day operations. Supervising a team of Distribution System Operators, the Supervisor – Distribution Operation will ensure that operations during the shift are carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures in real-time operation.

**JOB DESCRIPTION:**

- Lead the Distribution Operators and oversee the 24/7 operation of the electric distribution system. - Ensure adequate staffing level to cover 24/7 shift schedule - Work together with Supervisor – Transmission Operation and other Supervisor – Distribution Operation and ensure swift communication and collaboration between T&D and promote overall safe and reliable grid operation - Required to work within collective bargaining units and in-scope employees in accordance with the collective agreement - Work with System Operation Technical Trainer to develop and maintain the Distribution Operator training program and methodology. This includes directing, guiding, evaluating, training, identifying competencies, and developing the human resources allocated according to operational and service needs - Ensure Distribution Operators are trained, signed off and qualified followed System Operation training methodology - Represent System Operation in switching related incident investigation - Participate in developing, maintaining and exercising System Operation Emergency Response Business Continuity Plan - Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) - Work with other teams within System Operation in the development and maintenance of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity - Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - Degree in Electrical Engineering from an accredited university or college or Technologist certification.

Experience



Required Experience: - Five years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 3 Years

#### License/Certifications

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Lead, Geospatial Data Utilization

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Geospatial Information, this position is responsible for the development and integration of Geospatial Information Systems (GIS) with other information systems in the organization. The role will require strong knowledge or information systems and technology, strong programming skills, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Lead the development of Geospatial Information to enable integration with other information systems - Develop processes for sharing GIS data with customers and stakeholders within and outside the organization - Design external facing maps, information and reports - Develop and implement roadmap for the development of top tier geospatial information systems - Assist in developing business cases for required enhancements - Coordinate linkage of asset information with geospatial information - Develop, implement and improve standards for transferring data into Asset Information System/Geospatial Information Systems - Develop, implement and improve standards for Geospatial Information reporting - Provide support to project teams with specialized information requirements - Development of specialized reporting for user groups - Communicate issues and opportunities related to Geospatial Systems and Technology to management - Business knowledge in the utility & regulated environment - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Strong knowledge of LUMA's current asset information technology/Geospatial Information Systems. - Strong knowledge of Databases and Data Management Systems - Strong knowledge of data analytics and business intelligence tools/GIS tools - Strong programming skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Experience: - Bachelor of Science Degree related to GIS, or technical diploma in GIS with equivalent experience Preferred Experience: - Bachelor's degree in related to GIS, or advanced Technical Diploma in GIS

**Experience**

Required Experience: - 3+ years experience with geospatial systems and technology Preferred Experience: - 8+ years experience with geospatial systems and technology

**License/Certifications**

N/A

#### Travel Requirements

Travels: No Percent of time: No Overnight required: N/A

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - Less than 5 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Engineer, Information Applications

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead Engineer, Information Applications, this position is responsible for creating specialized tools and reports, integrating Asset Information Systems with other information and communication systems in the organization and for the development and maturation of Asset Information Systems. The role will require strong knowledge of information systems and technology, strong programming skills, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Lead the development of Asset Information analysis tools - Develop and implement roadmap for the development of top tier asset information systems - Assist in developing business cases for required enhancements - Coordinate integration of asset information with geospatial information and other information systems in the organization - Develop, implement and improve standards for transferring data into Asset Information System - Develop, implement and improve standards for Asset Information Systems - Provide support to project teams with specialized information requirements - Development of specialized reporting for user groups - Working knowledge of electrical systems and utility operations - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Strong knowledge of LUMA's current asset information technology. - Strong knowledge of Databases and Data Management Systems - Strong knowledge of data analytics and business intelligence tools - Strong knowledge of asset information technology trends. - Strong programming skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering or Computer Science -

**Experience**

- 3+ years' experience with information systems and technology - 3+ years' experience with working in an electric utility .Experience in a design or operations role at an electric utility

**License/Certifications**

- N/A

**Travel Requirements**

Travels: No Percent of time: N/A Overnight required: N/A

#### Physical Demands

Stationary Position -Frequently Pushing/Pulling/Reaching - Seldom Climb - Seldom Kneel - Seldom Grab - Seldom Bend - Seldom Lift/carry over - Less than 5 LBS Vision - Vision acuity to operate vehicle Hearing - Receive detailed information if spoken to

#### Working Conditions

Wet or Humid - N/A Working near or on moving mechanical parts - N/A Working near or on heavy machinery - N/A Working in high places - N/A Exposed to fumes or airborne particles - N/A Exposed to toxic or caustic chemicals - N/A Frequency of working in outdoor weather conditions - N/A Work with Electricity - N/A Work with explosives - N/A Work on or near a source of radiation - N/A Loud noise conditions (above 87dB)- N/A

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**JOB TITLE:** Change Mgmt, Training Lead

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Section Manager, PMO, this is a leadership position that is responsible for the facilitation of PMO training, provides supervision, administration, coordination, and accountability to lead PMO change management for the Capital Programs department. This position is responsible for the assessment, design, development, delivery and evaluation of training and development throughout the LUMA Capital Program department with a focus on leading training programs and projects. This role is also responsible for effectively implementing, tracking and communicating changes to the PMO process, standard, tools, templates and artifacts, to ensure the organization is familiarize on all LUMA PMO initiatives and can quickly learn and adapt to them.

**JOB DESCRIPTION:**

- Lead the creation and implementation of change management strategies and plans that maximize employee adoption. - Responsible for the assessment, design, development, delivery, and evaluation of training and development throughout the LUMA Capital Program department with a focus on leading training programs and projects. Key to this position is communication and consultation with program/project owners, subject matter experts, and learners to integrate training and development solutions that facilitate knowledge and skill transfer to meet both individual and company business and performance needs. - Provide consultation to supervisory staff with respect to the application of training and development processes and policies, related legislation, and related technologies and tools. - Collaborates with SME's to ensure training content follows standards and is in accordance with the training model, as well as scheduled training sessions. - Design training curriculums and run successful meetings and workshops in organizational settings - Evaluate program effectiveness (i.e. knowledge and skill transfer) with Program Sponsor. - Maintain relationships with project management teams and other stakeholders through regular meetings. - Manage employees' subscriptions to conferences and e-learning courses - Research and recommend learning equipment (e.g. platforms and projectors) - Participate in the research, development, and implementation of programs to meet individual needs. - Continually looking for process, tools, forms, templates improvements and providing alternatives for short and long-term solutions, including recommendations. Once approved, manage and direct their implementation. - Other duties, as required.

**REQUIREMENTS**

**Education**

- Undergraduate degree in Engineering, Commerce, Economics, Business or Technical Institute. - Project Management training/certification (i.e. PMP) or equivalent relevant experience is considered an asset.

**Experience**

- Minimum 8 years previous experience in a similar role/industry. - Project Management experience in a utility or EPC environment. - Strong background in change management tools and workflows. - Association of Change Management Professionals membership would be considered an asset. - Experience with training development and delivery would be considered an asset. - Leadership, interpersonal skills, and conflict resolution. - Demonstrated ability to work as an effective team member and independently in the community. - Superior written and oral communication skills with attention to detail.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- Office based - Travel: Up to 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Director, Key Accounts

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Director of Key Accounts will report directly to the VP of Customer Experience. The Director will be responsible for managing relationships and customer experience with public officials and large commercial and industrial customers. This position will focus on proactively meeting the business and community needs of our influential customers. They will be responsible for ensuring the senior leadership is well informed of potential issues, and for actively mitigating rising concerns.

**JOB DESCRIPTION:**

- Lead and coach a team of managers and Key Account representatives to provide white glove service to assigned accounts.
- Lead a team of up to 30 employees located across the island.
- Implement and operate a best in class approach to large account maintenance and relationship management.
- Responsible for management of Key Accounts that equate to ~70% of LUMA's revenue.
- Understand the needs of the communities in which the customers live and ensure the KA team is responsive.
- Identify technology requirements that will streamline business processes and improve Customer Experience.
- Review customer satisfaction research and customer feedback to better understand customer issues and recommend approaches to improve the experience
- Develop, implement and maintain collaborative workflow processes with T&D Ops and Metering Operations related to system improvements, new connections, grid connections.
- Coordinate effective communication with the Operations teams in response to LUMA's outage management and restorations
- Monitor business metrics and reporting to ensure targets are met
- Create and maintain effective outage communications with all Key Accounts.
- Improve Key Accounts service levels, service quality, and reporting.
- Evaluate, develop and prepare annual Key Accounts budget.
- Develop and implement internal reporting metrics to enable the assessment of the Key Accounts team.
- Identify training requirements for Key Accounts representatives.
- Responsible for evaluating and understanding industry regulatory requirements and liaising with regulatory bodies as needed.
- Identify trending issues with Key Accounts customers and develop campaigns in conjunction with the Communications team
- Create an annual performance report for the Key Accounts Operations
- Implement employee policies, processes and procedures
- Demonstrate strong communication skills (both oral and written). Will effectively communicate with all levels of the organization, and public officials through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.
- Participate in a key role of the Emergency Response Plan.
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Other duties as assigned

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Commerce or Business or other post secondary degree.



## Experience

Required: - 8+ years related work experience in leading high performing Customer Experience teams - Experience with Customer Experience technology systems and developing and delivering training including billing systems, call center technology, queuing technology and payment systems - Experience with market and competition research and analysis and developing key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies. - Proficient skills in the use of computer applications (MS Office). Experience with programs such as Microsoft Project or other project planning software required. - Organizational planning and development skills. - Experience in key account relationship management and stakeholder engagement. Preferred: - > 11 Years

## License/Certifications

- Valid Driver's License

## Travel Requirements

- Travels: Yes - Percent of time: 40% - Overnight required: No

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Energy Efficiency and Demand Response

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager of Energy Efficiency and Demand Response (EE/DR) is responsible for leading the EE/DR team in developing and delivering customer-facing energy programs and services. This leadership role is responsible for the overall planning, management, coordination and administration of programs, staff and contractors, in order to achieve program goals and targets. This position is a key part of the Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Lead a team of program supervisors and analysts in developing and delivering EE/DR programs and services to meet key customer needs, business objectives and regulatory requirements. Plan, organize, and direct the performance of ongoing activities, special/ad hoc assignments, staffing (employee selection, training and performance management), coordinating, reporting and budgeting.
- Prepare business, program and project plans to support senior management decision-making and to ensure implementation will align with the company's strategic goals for EE/DR. Prepare analysis and reporting for use in developing business strategies and plans; and ensure the accuracy and reliability of the information and data provided.
- Lead change management initiatives that help transform organizational systems and processes related to distributed energy resources.
- Coordinate and collaborate across functional areas within the organization and with external stakeholders to fulfill organizational objectives related to EE/DR. Maintain effective working relationships with various levels of staff, the public, and external stakeholders.
- Provide expertise and advise to senior management, other departments, and direct reports regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, products or programs.
- Monitor and control schedules, costs, risks and quality, supervise and report on key performance indicators and deliverables, including external contractors.
- Regularly develops and presents materials to senior leadership on behalf of Business Transformation Team.
- Leads partnership development with key stakeholders and community leaders to create opportunities for new program markets and more effective program design and implementation.
- Develop systems and processes for accurate data collection, data management and reporting on key performance indicators.
- Utilize industry standards, resources and data and maintain documentation on energy efficiency studies and research.
- Continually update knowledge related to distributed energy resources and act as a resource for internal training, seminars, courses and other continuing education activities.
- Promote teamwork, a positive work environment, and collaborative problem solving.
- Proven ability to manage the preparation, quality control and delivery of analysis, reports, communications and presentations.
- Excellent organizational, communication, interpersonal and leadership skills.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures as assigned.

## **REQUIREMENTS**

### **Education**

Required Education: - Bachelor's Degree in Engineering, Business, Economics, or a branch of knowledge relevant to the requirements of the position, from an accredited university or college. Master's Degree preferred.

### **Experience**

Required Experience: - 10+ years of experience in management, technical and/or specialized activities in the energy efficiency industry or related field.

### **License/Certifications**

Required Licenses/Certifications - Valid driver's License. Preferred Licenses/Certifications - Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

### **Travel Requirements**

- Travels: Yes. - Percent of time: 30%. - Overnight required: No.

### **Physical Demands**

- Stationary Position -Constantly. - Pushing/Pulling/Reaching - Frequently. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 10 - 30 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

### **Working Conditions**

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A.

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**JOB TITLE:** Manager, Grid Transformation

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Grid Transformation is responsible for leading the Grid Transformation team in developing and managing projects and services (e.g. microgrids, minigrids) that will transform the architecture of the existing electric transmission and distribution to provide reliable, sustainable, and safe electricity to our customers. This role is responsible for the overall planning, management, coordination and administration of programs, staff and contractors, in order to achieve program goals and targets. This role is a key part of the Business Transformation department, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Lead a team of engineers in developing innovative grid transformation projects and services to meet customer needs, business objectives and regulatory requirements.
- Plan, organize, and manage human resources, materials, budgets, and timelines required to achieve expected results.
- Manage the preparation, quality control and delivery of analysis, reports, communications, and presentations.
- Prepare business, program, and project plans to support senior management decision-making and to ensure implementation aligns with organizational strategy and goals.
- Maintain systems and processes for managing program/project budgets, timelines, and data to ensure accurate reporting on key performance indicators and deliverables.
- Provide expertise and advice to senior management, other departments, and direct reports on grid transformation technologies, systems, and projects to ensure compliance with laws, regulations, policies, and procedures. Continually enhance knowledge related to grid transformation and act as an internal resource for knowledge and skill development.
- Maintain effective relationships with internal staff and external stakeholders to create opportunities for new projects and initiatives. Coordinate and collaborate across functional areas on change management initiatives to transform organizational systems and processes. Promote teamwork, a positive work environment, and collaborative problem solving.
- Follow all organizational policies and procedures.
- Perform major storm restoration work, associated drills.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

Preferred Education: - Bachelor's Degree in Engineering or Master's Degree in a branch of knowledge specific to the requirements of the position, from an accredited university or college.

**Experience**

Preferred Experience: - 10+ years of experience in managing technical and specialized activities in the field of electric utility asset management, system operations, renewable energy resources management, or related field. - Experience in capital planning and project management will be considered an asset.

#### License/Certifications

Required Licenses/Certifications: - Valid driver's License. Preferred Licenses/Certifications: - Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: No

#### Physical Demands

- Stationary Position -Constantly. - Pushing/Pulling/Reaching - Frequently. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 10 - 30 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A.

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**JOB TITLE:** HSEQ Specialist

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Human Performance Specialist is to lead organizational culture change and continuous improvement programs for the organization, to lead training and engagement exercises, and report and monitor on performance of improvement activities related to health, safety, and environmental systems.

**JOB DESCRIPTION:**

- Interfaces with the organization and contractors to ensure alignment and continued engagement with the Human Performance program components. - Develops and implements effective change management program to support strategic and tactical deployment of human performance practices, training and tools. - Develops and maintains Human Performance Program that meets current industry standards and aimed at achieving best in class standards over a five-year period. - Completes benchmarking to ensure the organization stays current and aware of developments in the human performance field. - Establishes a full spectrum of human performance training programs in support of developing human performance competency to instill leadership principles in frontline workers. - Delivers a full range of training products specific to human performance targeted from frontline workers through to senior level leaders. - Designs and implements of analytics/measurement system that monitors the health of the human performance program and resultant changes in safety and work performance. - Strong organizational, interpersonal, and communication skills along with strategic skillsets - Excellent organizational and priority setting abilities - Aptitude to solve problems quickly with advanced conflict resolution skills - Excellent written and verbal communication skills in English and Spanish - Proficiency with Microsoft Office applications required - Perform major storm restoration work and associated drills as assigned. - Follows all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Engineering, Safety Systems, Education or Health Sciences from an accredited university or college - +3 Years - 3 years of health, safety, and environmental experience in an energy or utility setting

**Experience**

- Bachelor's degree in Engineering, Safety Systems, Education or Health Sciences from an accredited university or college - Familiarity with the safety management programs in utility or energy systems - + 6 Years

**License/Certifications**

- Driver License

**Travel Requirements**

Travels: Yes Percent of time: 70% Overnight required: Yes

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom
- Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing
- Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Technician, Meter

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, AMI Systems, this position is responsible for the installation, maintenance, testing, verification, and calibration of electric meters and electric metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Install, test, and maintain single phase electric meters and associated metering installations
- Install, test, and maintain poly phase electric meters and associated metering installations
- Adhere to plans, policies, and procedures relating to metering installations
- Ensure that self and peers adhere to meter utility plans, policies, and procedures
- Address and bring to attention shortfalls in meter plans, policies, procedures, and workflows
- Adhere to plan to address meter reading deficiencies in collaboration with AMI department
- Propose and review pertinent data related to new & existing electric services & metering installations
- Execute metering projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and adhere to metering documentation regarding service specific metering installations
- Coordination of design activities as a member of a multi-disciplinary team of employees
- Lead and support capital projects
- Develop and review metering designs and installations
- Work planning, coordination, and cost estimating
- Support and improve metering diagrams and design drawings
- Support and improve meter equipment specifications
- Participate in procurement of metering equipment
- Follow metering processes and standards
- Participate and lead design initiatives, including presentations to the metering group and senior management
- Various reporting to the other managers in Metering, Metering Director and project team
- Provide technical support to field organizations
- Any and all duties below this classification
- Technical knowledge in metering/AMI, associated Electrical & Utility codes, constructability, and equipment applications
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior technicians and employees
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**



## Education

Required Education - Technical degree in electricity/metering/electric theory Preferred Education - Bachelor of Science Degree in Engineering or Business

## Experience

Required Experience - Minimum five (5) years of experience in a Utility Environment Preferred Experience - Previous experience working in Metering/AMI/Linework

## License/Certifications

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - Frequently - Exposed to fumes or airborne particles - Frequently - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Frequently - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Sr Quality Coordinator, Ops Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Inspector is a Quality Control Coordinator role within the Operations department and is responsible for inspecting and assessing the quality of completed work within Operations, including new projects, maintenance activities, and customer service work. The Inspector's role is to ensure that work completed meets the applicable internal and external Quality and Engineering standards to help ensure the correct function and operability of the electrical system.

**JOB DESCRIPTION:**

- Inspect completed work to ensure it meets all applicable standards and inspection and test plans. - Ensure that all quality control documentation is completed and correct for completed work. - Submit and track completion of documentation in the quality management system. - Identify and submit Non-Conformance Reports (NCRs) to document deficiencies in applicable standards or best practices. - Assist the Workforce Planning & Dispatch group in closing-out recently executed work and tracking progress or other completion data. - Work with crews to help ensure execution of work is completed to standard and the appropriate documentation is completed. - Support supervisors, crews or engineers in the execution of specialized testing, monitoring, or inspections - From time to time, support other work within the Quality department such as coaching and training crews, completing NCR close-out work, or supporting emergency storm restoration. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- High School Diploma - Journeyman lineman or technical diploma - Engineering degree with suitable field based experience.

Experience

- Minimum 8 years experience and a very high level of technical competency in a specific functional area - lines, substations, underground, civil, telecom, vegetation management, etc.

License/Certifications

- Any operator certification or additional technical qualifications will be considered an asset.

Travel Requirements

95%

Physical Demands

- Stationary Position: Occasionally - Pushing / Pulling / Reaching: Occasionally - Climb: Occasionally - Kneel: Occasionally - Grab: Occasionally - Bend: Occasionally - Lift / Carry: Occasionally, up to 50lbs - Vision:

Vision acuity to operate a vehicle - Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

- Wet or Humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Occasionally - Exposed to toxic or caustic chemicals: Occasionally - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: Occasionally - Work on or near a source of radiation: Occasionally - Loud noise conditions (above 87 db): Occasionally - Other environmental factors including weather conditions: Occasionally - Other: N/A

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**JOB TITLE:** Records - Administrator

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Permits Records, this position will coordinate the recording, storage, retrieval, reproduction and distribution of permit-related documents while also ensuring their accuracy, quality and integrity. The Project Document Control Advisor will work with Supervisor, Permits Records to ensure timely accurate data entry and data maintenance flow of work between the Operations, Construction, Engineering, Legal, other internal departments, and third-party consultants that may require information.

**JOB DESCRIPTION:**

- Input permit records and documents into the records physical and digital management system following established processes and practices and ensuring the correct references for retrieval - Respond to requests for Retrieval of records by; processing requests, issuing originals or copies as required and tracking the location of each record to ensure information is reliably maintained; reporting regularly on the records status that alert the supervisor of records that are not meeting required processes or practices
- Works with project related documents, maintaining document control and filing system processes and practices (electronic and hard copy). Input, track, and maintain information with respect to projects meeting established processes and practices - Catalogue, update, and maintain various filing indexes according to established processes and practices for each permit file in accordance with established procedures - Maintain data and files in accordance with the Quality System and Document Control System. Understand and perform document control functions in accordance with policy and project management methodology, including receiving documents from the source, identifying the stakeholders, secure distribution, version control, archiving and disposal - Ensure permit files are created and maintained to ensure the information for each permit is complete, consistent in format, and accurate - Manage all project related documents, maintaining document control and filing system (electronic and hard copy); including scanning and printing copies. Must be familiar working in Microsoft Office environment; including experience with Excel and Word - Complete all related administrative tasks associated with permit records - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required: - Diploma from a recognized post secondary secondary institution in a field of study related to office administration or business management. Preferred - Diploma in office administration or 4 year degree in business related field of study with experience working in a professional office environment

**Experience**

- Work experience in land rights field is an asset - Work experience in an electrical utility with knowledge of land rights payments is an asset - > 1 Year

#### License/Certifications

- Office administration diploma or certification

#### Travel Requirements

0%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Records Representative

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead of Land Records, the Representative of Land Records will coordinate the recording, storage, retrieval, reproduction and distribution of land documents while also ensuring their accuracy, quality and integrity. The position will ensure file formats are correctly used within the department and that storage and retrieval procedures are observed. The position will provide support to Land department employees and other departments to provide land records in a timely manner to parties needing information.

**JOB DESCRIPTION:**

- Input land records and documents into the records physical and digital management system following established processes and practices and ensuring the correct references for retrieval - Respond to requests for Retrieval of land records by; processing requests, issuing originals or copies as required and tracking the location of each record to ensure information is reliably maintained; reporting regularly on the records status that alert the supervisor of records that are not meeting required processes or practices. - Works with project related documents, maintaining document control and filing system processes and practices (electronic and hard copy). - Inputs, tracks, and maintains information with respect to projects meeting established processes and practices. - Catalogue, update, and maintain various filing indexes according to established processes and practices; such as the crossing index, file archive, corporate documents, owned property list, leased property list, Affiliate file storage, Affiliate leases, Affiliate contracts, etc - Manage land records in accordance with the Quality System and Document Control System. Understand and perform document control functions in accordance with policy and project management methodology, including receiving documents from the source, identifying the stakeholders, secure distribution, version control, archiving and disposal. - Ensure land files are created and maintained to ensure the information for each landowner is complete and accurate. - Complete all related administrative tasks associated with payments to landowners - Complete other related duties as required - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required - Minimum requirement is for a diploma from a recognized post secondary secondary institution in a field of study related to office administration or business management Preferred - Diploma in office administration or 4 year degree in business related field of study with experience working in a professional office environment.

**Experience**

Required - Must be familiar working in Microsoft Office environment; including experience with Excel and Word - &lt; 1 Year Preferred - Work experience in land rights field is an asset. - Work experience in an electrical utility with knowledge of land rights payments is an asset. - > 1 Year

#### License/Certifications

- Office Administration Diploma or Certification

#### Travel Requirements

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Associate, Key Account Representative

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Associate Key Accounts Representative works closely with the Key Accounts Representative to manage customers in their assigned geographic area. The role is responsible to ensure that all stakeholder interactions are managed professionally and with a strong customer focus to deliver excellence in customer service. As an Entry Level Account Representative, this level allows the employee to develop an understanding of the financial, commercial and utility regulation knowledge to eventually work independently managing progressively complex government and industrial customer accounts.

#### **JOB DESCRIPTION:**

- Initiate the process within LUMA for small to medium sized capital and O&M projects and some large projects in consultation with the Key Account Representative to fully understand and accurately capture customer requirements and clearly communicate those requirements to internal stakeholders
- Using effective multi-taking, negotiation and time management skills, monitor and manage the progress of internal work orders and provide the customer with regular status reports to ensure timelines and customer expectations are managed and reasonably met
- Recognize and communicate to internal stakeholders any potential project challenges (e.g., project delays, changes in customer service requirements, and delays in customer payments for new extensions) to ensure LUMA can properly manage changing circumstances
- Participate in customer account reviews as appropriate and conduct appropriate analysis for rate and contract changes
- Ensure appropriate documentation is maintained when managing customer requests.
- Using excellent analytical and problem-solving skills, facilitate internal resolution of billing and metering issues
- Assume increasingly greater responsibility on some accounts to facilitate learning and growth when appropriate
- Attend meetings with district and division staff as well as customers to enhance relationships and deal with issues as appropriate
- Computer Software skills required in Microsoft-related programs
- Excellent interpersonal skills through effective verbal and written communication. Demonstrated ability to interact comfortably and professionally with all levels of management, clients, suppliers and contractors and internal stakeholders with a focus on customer service
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

#### **REQUIREMENTS**

##### **Education**

- Bachelor's Degree.

##### **Experience**

- 3+ Years - Working knowledge of basic financial and utility accounting concepts, and contract administration.
- Experience in a customer service work environment with a focus on relationship management.



#### License/Certifications

Licenses/Certifications Required - Valid Driver's License Licenses/Certifications Preferred - N/A

#### Travel Requirements

- 20%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** System Analyst, Incident Mgmt

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position reports to the Supervisor, Incident Management and is responsible for activities to help support the mandate for ensuring effective utilization of the IT Tools and application(s) within the Customer Experience organization. The Technical Analyst uses their skills and knowledge to focus on the use of technology to support the business. The Technical Analyst has a solid understanding of Customer Experience business areas and a thorough understanding of how the IT solutions and technologies are used to support Customer Experience's mission. The Technical Analyst has an area of strength in application of technology to all Customer Experience business areas (e.g., Billing Services, Contact Center, Revenue Protection, Regional Customer Experience, and Voice of the Customer). Reporting to the Supervisor, Incident Management, this position is responsible for acting as a core member of the Incident Management team in maintaining up-time and availability for all Customer Experience (CX) technology platforms, responding in a timely and efficient manner to submitted Helpdesk tickets (e.g., from internal CX customers) and operating under the direction of the supervisor with LUMA IT/OT organization on the development of technology road maps and annual plans to support the Customer Experience organization.

**JOB DESCRIPTION:**

- Industry Knowledge and Technology Utilization - Support maintenance of service-level agreements and up-time for all Customer Experience technology platforms - Provide technical expertise and complete functional updates to configurations in Oracle CC&B. - Perform User Acceptance Testing (UAT) across technology platforms to support changes and enhances in functionality. - Develop test scripts, complete documentation or review testing for specified changes. - Work directly with analysts in Customer Experience to support business cases for program changes or enhancements. - Support Customer Experience organization in maintaining user roles and performing audits of Oracle CC&B user groups, user roles, application services and to do groups. - Support supervisor in collaborating with all 3rd party vendors providing outsourced Customer Experience technology platforms (and/or collaborate with IT/OT department) - While maintaining internal CX service level agreements (e.g., response time), respond to submitted help desk tickets in a timely manner and collaborate with internal customers to confirm problem area(s), provide trouble shooting and resolve issues in a timely manner to support Customer Experience operations - Support development of technology road maps and annual technology plans in collaboration with IT/OT department as part of supporting the Customer Experience department in managing its operations and aligning to overall Customer Experience objections and operational goals - Run or develop SQL Queries for customer database - Translates business requirements into application configuration requirements and functional specifications - Creates and maintains end-user configuration rules for CC&B systems and other CX IT systems and technologies - Have an in-depth understanding of the vendor software being supported and its relation to business processes - Maintains a current awareness of technology vendor direction and trends in designated area. May participate on vendor technical committees or user groups - Develops and maintains technical application roadmaps and configuration

documentation - Records, tracks and analyzes the impact of the proposed software life cycle and changes being introduced by the vendors for discussion with senior team members - Participates in determining disaster recovery and business continuity plans related to use of technology in LUMA - General knowledge of electric utility business processes and the IT systems that support them - Strong writing and communication skills to provide information in a clear, concise, and timely manner - Strong facilitation skills to participate in cross functional teams to a desired result - Strong organizational skills to work independently in a complex and dynamic environment - Self-motivated problem solver who constantly looks for opportunities to continually improve the business - Proven interpersonal skills to develop and maintain effective and goal oriented working relationships with all levels of staff in the organization and with third parties (e.g., third-party IT vendors) - Strong working knowledge of the Microsoft Office suite and SharePoint - Demonstrates ability to gather, communicate and document business requirements for the various organizational areas and project stakeholders that rely on that information to define IT system requirements and organizational processes - Issues and Enhancements Support - Performs issue and enhancement analysis to determine root cause of issues and to determine appropriate technical direction. Develops estimates and approach for technical resolution. - May review or participate with vendors to develop technical solution to issues or enhancements - Analyzes business and technical impact of complex enhancement requests and reviews work done by more junior staff for quality and completion. Develops estimate for technical resolution. - Data Analysis - Determines areas of data analysis that are necessary to understand business problems or issues - May develop queries and reports to extract data from applications or work with vendor to provide data extracts for analysis - Forms opinions and options for the business based on the data analysis - Business Requirements and Process Support - Within area of business expertise understands business requirements for projects or enhancements and provides analysis to support the use of existing applications to support those business requirements - Supports development of business process models particularly considering the application of existing technologies to business processes - Other duties as assigned - Performs major storm restoration work and associated drills as assigned - Follows all policies and procedures

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in Information Technology, Computer Science, Computer Engineer or related field

### **Experience**

- General knowledge of electric utility business processes and the IT systems that support them (in particular for a Customer Experience organization) - Strong working - Project management skills and experience, managing multiple projects of various scope and size - Advanced technical system / IT analysis skills - Strong writing and communication skills to provide information in a clear, concise, and timely manner - Strong facilitation skills to guide cross functional teams to a desired result - Strong organizational skills to work independently in a complex and dynamic environment - Self-motivated problem solver who constantly looks for opportunities to continually improve the business - Proven interpersonal skills to develop and maintain effective and goal oriented working relationships with all levels of staff in the organization and with third parties - Strong working knowledge of the Microsoft Office suite and SharePoint - Business analysis and documentation projects including problem definition, requirements definition, business process modeling and policy, process, procedures, training material updates - Communications and presentation experience to senior leaders - > 3 Years minimum Preferred - Training and experience applying IT / support system technologies - Experience building and running SQL queries - > 6 Years

#### License/Certifications

- Any significant IT certifications are desired

#### Travel Requirements

Travels: No Percent of time: N/A Overnight required: N/A

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Health and Wellness Benefits

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Benefits Manager plans, selects and manages the welfare benefit platform to support the company's objectives to keep up with a competitive market, industry standards and regulatory compliance while balancing employee satisfaction and budgetary considerations.

**JOB DESCRIPTION:**

- Implements the organization's benefit programs and activities so they meet the organization's objectives with regards to internal equity and external market competitiveness. These programs may include group medical/pharmacy, disability, life plans, health savings plans, cafeteria plans, and voluntary supplemental plans
- Recommends benefit programs and supports management's decision making by analyzing benefit options, market trends, obtaining advice from outside consultants and projecting future costs
- Provides guidance to Operating Units in a variety of benefit-related functions
- Selects and manages ongoing relationships with external consultants and suppliers (for example; benefits consultants, brokers, vendors, and necessary legal assistance) to ensure the organization receives satisfactory standards of service
- Works with M&A Team and manages the integration of all acquisitions, mergers, tuck-ins and divestitures regarding benefit offering, plan set up with various vendors, and administrative training and communications with operating unit
- Responsible for overseeing the ACA Reporting project which includes working with vendors, outside consultants, and operating units to collect information and meet the various requirements and deadlines set forth in the ACA mandates
- Works with management team to determine strategies to provide and improve support to all field operating units, including but not limited to various benefit plan information, system training, and employee communications
- Implements and oversees the annual renewal process regarding welfare benefits and employee communications, including but not limited to the annual enrollment guide, educational fliers and videos.
- Assists with international benefits, where appropriate
- Leads, directs, evaluates and develops a team of benefits professionals to ensure that the organization's benefit strategy is implemented effectively and that the organization complies with relevant regulations, laws and employment standards
- Frequently reports to Director of Total Rewards, VP of Employee & Benefit Solutions or Executive Management Team
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
- Microsoft Suite experience, Intermediate level required for Excel and Outlook
- Other duties as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

Bachelor's Degree in: - Business and minimum 5-8 years of experience; or 15 years job related experience  
Preferred Education: - Masters / MBA/ Doctorate in Human Resources or Business Management

#### Experience

- HRIS Businessolver and JD Edwards - Preferred: 11+ years

#### License/Certifications

- Certified Employee Benefits Specialist (CEBS) - Senior Professional in Human Resources (SPHR) - Global Professional in Human Resources (GPHR) - Or Senior Human Resource Management Society Certified Professional (SHRM-SCP)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: N/A - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Manager, Revenue Protection

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Revenue Protection Manager leads a team of collections Customer Care Representatives and analyst(s) that monitor collections status and efforts across all customer segments, as well as a team of Revenue Protection Advisors (RPA's) that make outbound collection calls to prioritized accounts across all customers segments. In addition, this role is responsible for leading the Start / shut off services & Bankruptcy teams. The role is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring effective collections activities across. This role ensures business operations meet Customer Experience delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, procedures, standards, and processes as well as local laws. Responsibilities also include developing business cases, assisting with budgeting, and managing expenditures, as well as coordinating collections efforts with Regional Offices and Contact center resources. In addition, this role is responsible for overall evaluation of effectiveness of credit and collections processes, policies, and standards and implementing changes to improve credit collections results ensuring that collections efforts are balanced with delivering an excellent customer experience.

**JOB DESCRIPTION:**

- Implement an effective set of processes that ensure LUMA is paid for existing customer balances when customers are initiating new service.
- Oversee the processing of bankruptcy cases as they progress through the legal process.
- Work with the appropriate attorneys and courts to protect LUMA's interests in bankruptcy proceedings.
- Ensure that all bankruptcy processes are compliant with local laws and court procedures.
- When applicable, manage collections process for deposits and past due amounts based on bankruptcy case proceedings.
- Oversee the effectiveness and implementation of credit standards including deposit and payment arrangement processes and policies.
- Evaluate opportunities to update those processes and policies to improve collections results (Accounts Receivable by customer segment, DSO, etc.) and customer experience.
- For Government and Wholesale customers, coordinate with Key Accounts and Contact Center teams to maximize effectiveness of collections and customer experience.
- Recommend and implement process and policy changes to increase collections performance metrics (Accounts Receivable by Customer Segment, DSO, and other collections metrics).
- Manage evaluation of dunning process effectiveness including all communications channels by which dunning could be executed (text, email, mobile app notification, automated call, etc.).
- Recommend and implement dunning process and policy changes to increase collections performance metrics (Accounts Receivable by Customer Segment, DSO, and other collections efforts).
- Manage the performance of the outbound collections contact center team within the context of an overall dunning process.
- Ensure dunning and collections processes are compliant with all required customer data security standards during customer communications.
- Monitor business metrics and reporting to ensure targets are met.
- Addresses day-to-day operating issues and/or escalates to Customer Care Vice President as needed or required.
- Assess baseline performance metrics as per the O&M agreement (e.g., DSO); develop additional performance

metrics (e.g., operational, financial, customer satisfaction) to enable assessment and communication of billing and billing exception team performance; produce relevant performance reports (e.g., monthly, quarterly, annual). - Utilize appropriate work management (and other) technology solutions. - Leverage technology platform solutions for the efficient and effective management of staff conducting billing exception work management; enable operational metric / reporting from the work management database solution. - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Ensure employees are highly motivated and focused on delivering excellence in collections and customer experience. - Acts as a champion to develop a “safety first” culture within the organization. - Lead by example through personal demonstration of Health, Safety and Engineering best practices. - Aware of all system improvements and new extensions in the local area and actively participates on project team as a project sponsor to bring the local operations perspective, identify risk and approve scope. - Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted. - Supports the Customer Connection and Services area to ensure processes are followed. - Leads assessment to understand root cause and implement corrective actions when targets are not met. - Supports and leads development of work plans in conjunction with the Assignment Office to ensure work is completed on time and on budget. - Ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. This includes people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible. - Manages local facilities and works cooperatively with various stakeholders. - Manages local fleet utilization and builds business cases to support local requirements. - Ensures the effective use of asset management tools in support of company programs. - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system. - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans. - Responsible for labor relations which include working closely with human resources and associations to resolve issues that may arise. - Fosters good relations with local officials. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Proficient in the use of common computer applications (e.g., Microsoft Office, Excel, Word). - Strong interpersonal and communication (both, verbal and written) skills with the ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Exceptional analytical, decision making, problem-solving, and organizational planning and development skills. - Performs other duties as assigned. - Follows all policies and procedures. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor’s Degree

### **Experience**

- 6+ years related work experience in leading high performing Customer Experience teams Experience with CRM Customer Experience technology systems as well as bill printing, enveloping and shipping technology systems. - Experience in developing and delivering training for bill printing, enveloping and shipping processes and enabling IT systems. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement



and process improvement methodologies. - Familiar with common bill printing, enveloping and shipping applications and machinery. - Experience in key account relationship management and stakeholder engagement. Preferred - +8 years related work experience in leading high performing Customer Experience teams

#### License/Certifications

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Director, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Billing Service Director is accountable for the day-to-day business operations through optimal deployment of resources for the purposes of ensuring accurate billing data, timely and accurate bill issuance, timely processing of billing exceptions, payment processing, theft identification, and management of the incident management team (e.g., Customer Experience Helpdesk). This role ensures business operations meet Customer Experience delivery and operational efficiency targets while ensuring that local practices are aligned with departmental and corporate policies, standards, processes, and procedures. Responsibilities also include overseeing the development of business cases, budgeting and business plan development, and the management of expenditures. Responsible for leading the areas of Billing Services, Payment Processing, Energy Irregularities, and Incident Management, this role is accountable for the governance, oversight and execution of the processes and the realization of performance targets. Additional responsibilities include the oversight of processes to identify all billing exceptions, to put in place (or revise) billing exception management processes, oversee process improvement initiatives, identify billing exception root cause(s), facilitating collaboration with “upstream” and “downstream” LUMA stakeholders to improve performance, and utilizing appropriate work management (and other) technology solutions.

**JOB DESCRIPTION:**

- Implement a best-in-class approach for: - the assessment, problem identification and management of meter data from all meters throughout LUMA’s system. - the identification, analysis, and processing of normal bills and bills with billing exceptions at LUMA (e.g., estimated bills, inaccurate bills, # cancel/rebills, etc.) for all customer types. - technology Helpdesk; and, - payment processing solutions - Assess billing exception management processes and identify, size, and prioritize improvement opportunities to drive continuous improvement. - Develop best-in-class: - bill print & delivery process (e.g., in collaboration with outsourced vendor); and theft identification and theft deterrence approach for an electric utility (in the context of the unique challenges of the Puerto Rican market) - Develop list of prioritized improvement opportunities into overall gap closure improvement plan with linkage to key Customer Experience metrics (e.g., Days Sales Outstanding (DSO), J.D. Power Customer Satisfaction (Residential/Commercial), etc.). - Develop collaborative workflow processes with intra-Billing Services Teams (e.g., Billing Data/Calculation team, Bill Printing & Delivery Team, etc.), intra-CX Teams (e.g., Contact Center, Revenue Protection, Regional CX Teams, and Voice of the Customer) and other LUMA departments. - Ensure employees are highly motivated and focused on delivering excellence in customer solutions and accurate billing services process management, while acting as a champion to develop a “safety first” culture within the organization. This includes, leading by example through personal demonstration of Health, Safety and Engineering best practices on a daily basis. - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. - Provides support and guidance to Team Leads to resolve situations that are outside of the ordinary or day-to-day practice. - Aware of all local area system

improvements and new extensions and actively participate on project teams as a project sponsor to bring the local operations perspective, identify risk and approve scope. - Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area. - Supports the Customer Connection and Services area to ensure processes are followed. - Leads assessment to understand root cause and implement corrective actions when targets are not met. - Supports and leads development of work plans in conjunction with the Assignment Office to ensure work is completed on time and on budget. - Monitors business metrics and reporting to ensure targets are met as well as to ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. This includes people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible. - Manages local facilities and works cooperatively with various stakeholders. - Ensures the effective use of asset management tools in support of company programs. - Addresses day-to-day operating issues and/or escalates to the Customer Experience Vice President as needed or required. - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system. - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans. - Responsible for labor relations which include working closely with human resources and associations to resolve issues that may arise. - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply. - Fosters good relations with local officials. - Proficient in the use of common computer applications (e.g., Microsoft Office and CC&B). - Strong interpersonal and communication skills (both, verbal and written) with the ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders. - Organizational planning and development skills as well as exceptional analytical, decision making, and problem-solving skills. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor’s degree

### **Experience**

- 8+ years related work experience in leading high performing Customer Experience teams - Experience with CRM Customer. Experience technology systems as well as bill printing, enveloping and shipping technology systems. - Familiar with common bill printing, enveloping and shipping applications and machinery. - Experience in developing and delivering training for bill printing, enveloping and shipping processes and enabling IT systems. - Experience with developing and implementation of key performance indicators and organizational assessment metrics. - Experienced in process improvement and process improvement methodologies, key account relationship management and stakeholder engagement. Preferred - 11+ Years related work experience in leading high performing Customer Experience teams.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver’s License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Manager, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager, Regional Customer Experience is responsible for leading the Customer Service teams across the regional and district offices including payments, credit and collections, Key Account management, billing inquiries and new service requests, etc. Responsibilities include ensuring customers receive timely and exceptional service in all offices, employees are highly motivated and focused on delivering excellence in customer solutions and accurate account reconciliation.

**JOB DESCRIPTION:**

- Implement a best-in-class approach for the operations and maintenance of the Regional Customer Experience team
- Monitor business metrics and reporting to ensure targets are met
- Coordinate effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system
- Manage local facilities and works cooperatively with various stakeholders. Manage local fleet utilization and builds business cases to support local requirements. Ensure the effective use of asset management tools in support of company programs
- Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans
- Ensure customers receive timely service through excellent Queuing Systems.
- Assess and baseline Key Performance Indicators. Develop additional internal reporting metrics to enable the assessment of the Regional Customer Experience team and produce annual performance reports
- Review customer satisfaction research and customer feedback to better understand customer issues and recommend approaches to improve the experience
- Develop collaborative workflow processes with Operations and Metering Operations
- Ensure accurate application, deposit and reconciliation of all payments received through Regional Customer Experience offices
- Evaluate and understand industry regulatory requirements and liaise with regulatory bodies as required
- Direct the development of short- and long-term operating and financial objectives for the group; assist and provide input regarding the preparation of business plans, budget and resource plans for the area.
- Monitor the development of a high-performance workforce through measurable objectives and assessment of performance against the objectives
- Ensure effective training and development plans are created and implemented for employees.
- Develop local implementation of customer communication campaigns in conjunction with the Communications team
- Proficient skills in the use of computer applications (MS Office)
- Excellent interpersonal skills through effective verbal and written communication. Ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.
- Exceptional analytical, decision making, problem solving, and organizational planning and development skills
- Perform other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow policies and procedures

**REQUIREMENTS**

#### Education

- Bachelor's Degree

#### Experience

- 8+ years related work experience in leading high performing Customer Experience teams
- Experience with Customer Experience technology systems and developing and delivering training including Billing systems, queuing technology and payment systems.
- Experience with market and competition research and analysis and developing key performance indicators and organizational assessment metrics
- Experienced in process improvement and process improvement methodologies.
- Experience in key account relationship management and stakeholder engagement.

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 20%

#### Physical Demands

- Stationary Position: Constantly
- Pushing/ Pulling/ Reaching: Seldom
- Climb: Seldom
- Kneel: Seldom
- Grab: Seldom
- Bend: Seldom
- Lift/ Carry over: 5-10 LBS
- Vision: Vision acuity to operate vehicle
- Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A
- Working near or on moving mechanical parts: N/A
- Working near or on heavy machinery: N/A
- Working in high places: N/A
- Exposed to fumes or airborne particles: N/A
- Exposed to toxic or caustic chemicals: N/A
- Frequency of working in outdoor weather conditions: N/A
- Work with electricity: N/A
- Work with explosives: N/A
- Work on or near a source of radiation: N/A
- Loud Noise conditions (abover 87 db): N/A
- Other environmental factors including weather conditions: N/A
- Other:

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**JOB TITLE:** Manager, Public Safety

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Public Safety Manager serves as the point of contact for community representatives, fire and police departments, public works departments, utilities and the public and provides on-site support to the company and agency responders during emergencies. The position is responsible for supporting public safety campaigns and the delivery of the community emergency planning efforts.

**JOB DESCRIPTION:**

- Identifies and develops strategies to prevent public safety incidents. - Reviews facilities and infrastructure to identify and mitigate potential public safety issues. - Develops public safety communications, educational training, and promotional materials that enhance public safety. - Serves as a representative to public safety agencies during emergencies. - Liaisons with external agencies and internal department in response to public safety incidents. - Facilitates exercise development and execution with public safety agencies with a focus on providing training, improving knowledge and fostering a robust response relationship. - Coordinates public safety activities and follow-up items with other internal departments. - Assists in investigations of public safety incidents and develops and implements corrective actions. - Strong organizational, interpersonal, and communication skills - Aptitude to solve problems quickly with experience working in emergency situations - Excellent written and verbal communication skills in English and Spanish - Proficiency with Microsoft Office applications required - Perform major storm restoration work and associated drills as assigned. - Follows all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Public Health, Engineering, Education, Communications, Business Management from an accredited university or college -

**Experience**

- > 6 Years

**License/Certifications**

- Valid driver's license

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** Analyst, System Ops Principle (SOP)

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Lead of System Operations Principle Oversight, the SOP Analyst will have responsibility and accountability for the tasks associated with the execution of the System Operations Principles (SOP). This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but occasionally outside entities, as an individual or as a coordinated team, to ensure that necessary services are provided to those user groups while simultaneously supporting the safe operating and performance obligations of the Generation organization. Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the detailed analysis needed to support the execution of the SOP work plan via detailed analytics using commercially specific software, drafting procedures, work processes and developing budgets and executive level presentations and whitepapers for the SOP Lead, while also supporting the PPOA, RPO, SSD groups within Generation along with other outside stakeholder such as Engineering and contractors. As the SOP analyst, additional responsibilities include supporting the Generation and Regulatory organizations to drive continuousness improvement while balancing the needs and obligations of the SOP department.

**JOB DESCRIPTION:**

- Have responsibility and accountability to support the work activities of: - Oversight of Genco and other 3rd party PPOA'S compliance with SOP and potential SOP update - Periodic wholesale market monitoring, and report to PPEB - Evolution of wholesale product pricing and penalty enforcement under SOP - Ability to communicate clearly and effectively both orally and in writing. - Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies and the general public.
- Support staff levels or utilization of temporary or contract resources to manage resources available to team.
- Support the annual budget or business plan with respect to costs of executing required work
- Support new staff or approval for obtaining contract or temporary resources.
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's degree in engineering, business management, finance or related subject

**Experience**

- Five (5) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operation; or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

**License/Certifications**

#### Travel Requirements

- Yes, 10% of time - Overnight: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Analyst, Power Purchase Ops Agreement (PPOA)

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Lead of PPOA Management and Audit, the PPOA Analyst will have responsibility and accountability for the tasks associated with supporting the Power Purchase Operating Agreement management and audit function. This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but occasionally outside entities, as an individual or as a coordinated team, to ensure that necessary services are provided to those user groups while simultaneously supporting the safe operating and performance obligations of the Generation organization. Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the detailed analysis needed to support the execution of the PPOA work plan via detailed analytics using commercially specific software, drafting procedures, work processes and developing budgets and executive level presentations and whitepapers for the PPOA Leader, while also supporting the SOP, RPO, SSD groups within Generation along with other outside stakeholders such as Engineering and contractors. As the PPOA analyst, additional responsibilities include supporting the Generation and Regulatory organizations to drive continuous improvement while balancing the needs and obligations of the PPOA department.

**JOB DESCRIPTION:**

- Have responsibility and accountability for the work activities to support the accurate and timely;
- Review & Approval of monthly Genco invoices
- Oversight of legacy plant budgets (e.g. impact of efficiency improvement, treatment of stranded costs, changes to annual budgets)
- Oversight and periodic audit of major contracts (e.g. fuel, major vendors, local purchases)
- Monitoring PPOA performance metrics
- Policy support for regulator's wholesale market vision
- Ability to communicate clearly and effectively both orally and in writing.
- Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies, and the general public.
- Support staff levels or utilization of temporary or contract resources to manage resources available to team.
- Support the annual budget or business plan with respect to costs of executing required work
- Support new staff or approval obtaining contract or temporary resources
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's degree in engineering, business management, finance or related subject

Experience

- Five (5) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operations, or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

License/Certifications

Travel Requirements

- Yes, 10% of time - Overnight: Yes

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Lead, PPOA Commercial Administrator

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Generation, the Lead of PPOA will have responsibility and accountability for the Power Purchase Operating Agreement management and audit function. This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but outside entities to ensure that necessary services are provided to those user groups while simultaneously meeting the safe operating and performance obligations of the Generation organization. Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the execution of the PPOA work plan via developing detailed procedures, processes and budgets and supporting the SOP, RPO, SSD groups within Generation along with other outside stakeholders such as Engineering and contractors. As the PPOA Lead, also determine high value opportunities for continuous improvement, sponsor and lead initiatives, develop and occasionally present executive level presentations and whitepapers while balancing the needs and obligations of the PPOA department.

**JOB DESCRIPTION:**

- Have responsibility and accountability for the work activities of: - Review & Approval of monthly Genco invoices - Oversight of legacy plant budgets (e.g. impact of efficiency improvement, treatment of stranded costs, changes to annual budgets) - Oversight and periodic audit of major contracts (e.g. fuel, major vendors, local purchases) - Monitoring PPOA performance metrics - Policy support for regulator's wholesale market vision - Ability to communicate clearly and effectively both orally and in writing. - Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies, and the general public. - Determine staff levels or utilization of temporary or contract resources to manage resources available to team. - Determine annual budget or business plan with respect to costs of executing required work - Hire new staff or approve obtaining contract or temporary res. Create development plan for each employee in group, including training and rotational work assignments. Complete annual performance evaluation for each employee - Accountable for supervisory staff completing accurate reporting of time for each employee; including absences due to vacation or illness - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's degree in engineering, business management, finance or related subject

**Experience**

- Ten (10) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operations, - Five (5) year of supervisory

experience - Equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

License/Certifications

Travel Requirements

- Yes, 10% of time - Overnight: Yes

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Lead, System Ops Principle Oversight (SOP)

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to Director, Generation, the Lead of System Operations Principle Oversight will have responsibility and accountability for the execution of the System Operations Principles (SOP). This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but outside entities to ensure that necessary services is provided to those user groups while simultaneously meeting the safe operating and performance obligations of the Generation organization. Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the execution of the SOP work plan via developing detailed procedures, processes and budgets and supporting the PPOA, RPO, SSD groups within Generation along with other outside stakeholders such as Engineering nad contractors. As the SOP Lead, also determine high value opportunities for continuousness improvement, sponsor and lead initiatives, develop and occasionally present executive level presentations and whitepapers while balancing the needs and obligations of the SOP department.

**JOB DESCRIPTION:**

- Have responsibility and accountability for the work activities of: - Oversight of Genco and other 3rd party PPOA'S compliance with SOP and potential SOP update - Periodic wholesales market monitoring, and report to PPEB - Evolution of wholesales product pricing and penalty enforcement under SOP - Ability to communicate clearly and effectively both orally and in writing. - Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies and the general public.
- Determine staff levels or utilization of temporary or contract resources to manage resources available to team. - Determine annual budget or business plan with respect to costs of executing required work - Hire new staff or approve obtaining contract or temporary resources. Create development plan for each employee in group, including training and rotational work assignments. Complete annual performance evaluation for each employee - Accountable for supervisory staff completing accurate reporting of time for each employee; including absences due to vacation or illness - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's degree in engineering, business management, finance or related subject

**Experience**

- Ten (10) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operations, - Five (5) years of supervisory experience; or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

License/Certifications

Travel Requirements

- Yes, 10% of time - Overnight: Yes

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Analyst, Resource Procurement Oversight (RPO)

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead of Resource Procurement Oversight, the RPO Analyst will have responsibility and accountability for tasks associated with the Resource Procurement Oversight organization. This position will also have the additional obligations to not only coordinate within the Generation and Regulatory organization but occasionally outside entities, as an individual or as a coordinated team, to ensure that necessary services is provided to those user groups while simultaneously supporting the safe operating and performance obligations of the Generation organization. Within the Generation organization, this position will have the responsibility to address in an expedient and efficient manner the detailed analysis needed to support the execution of the RPO work plan via detailed analytics using commercially specific software, drafting procedures, work processes and developing budgets and executive level presentations and whitepapers for the RPO Lead, while also supporting the PPOA, SOP SSD groups within Generation along with other outside stakeholder such as Engineering and contractors. As the RPO analyst, additional responsibilities include supporting the Generation and Regulatory organizations to drive continuousness improvement while balancing the needs and obligations of the RPO department.

**JOB DESCRIPTION:**

- Have responsibility and accountability for the work activities of: - Evaluating and approving legacy plant investment (CNG Repowering, major mods) - Prioritizing federal funding requests (Generation) - Oversight to new solar procurement process (Competitive solicitation process, financial modeling of shortlist and winning bids, technology preferences) - Policy and reporting on coordination of solar/storage, T&D system capabilities and rev requirements impact on end-use customers - Ability to communicate clearly and effectively both orally and in writing. - Ability to work effectively with elected officials, charter officers, department heads, and representatives of other agencies and the general public. - Determine staff levels or utilization of temporary or contract resources to manage resources available to team. - Support the annual budget or business plan with respect to costs of executing required work - Support the hiring of new staff or approval obtaining contract or temporary resources. Create development plan for each employee in group, including training and rotational work assignments. Complete annual performance evaluation for each employee - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's degree in engineering, business management, finance or related subject

Experience

- Five (5) years of progressively responsible experience in electric utility generation, power exchange, and/or interconnected utility operations and transmission operations; or an equivalent combination of education, training and experience which provide the required knowledge, skills, and abilities.

License/Certifications

Travel Requirements

- Yes, 10% of time - Overnight: Yes

Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Executive Assistant to the CEO

**DEPARTMENT:** Executive Group

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Provides high level administrative support for Chief Executive Officer requiring discretion, confidentiality, a good understanding of technical and business vocabulary, and a detailed knowledge of the organization's operations, procedures, and people.

**JOB DESCRIPTION:**

- Handles a wide variety of complex and confidential situations and resolves conflicts involving the clerical and administrative function of the office - Responsible for confidential and time sensitive material. Maintains the security of the executive's records and files - Prepares routine and advanced correspondence including letters, memoranda, and reports - Manages the CEO's schedules. Makes travel arrangements to make best use of CEO's time - Gathers, compiles, verifies, and analyzes information for the executive's use in documents such as memos, letters, reports, speeches, presentations, and news releases - Monitors, reviews, and approves standard expenditures to ensure the activities of the office are conducted within established budgets - Facilitates smooth communications between the executive and coworkers and between the executive and external parties such as media, customers, and the public - Performs tasks using independent judgment and discretion; e.g., preparing documents and presentation materials; screening and responding to incoming correspondence, inquiries, and phone calls; drafting letters and official information releases; arranging and attending meetings; taking and distributing minutes - Adheres to internal standards, policies and procedures - Manage Corporate Travel Program - Facilitate and Assist planning for Company Hosted Meetings - Performs other job-related duties as assigned - Performs major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's degree in office's management systems, Business Administration or related area.

Experience

- Associates degree required - > 3 Years Preferred - Bachelor's degree - > 5 Years

License/Certifications

- N/A

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: N/A

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Executive Assistant to the VP Ops

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Provides high level administrative support for Vice President of Ops requiring discretion, confidentiality, a good understanding of technical and business vocabulary, and a detailed knowledge of the organization's operations, procedures, and people.

**JOB DESCRIPTION:**

- Handles a wide variety of complex and confidential situations and resolves conflicts involving the clerical and administrative function of the office - Responsible for confidential and time sensitive material. Maintains the security of the executive's records and files - Prepares routine and advanced correspondence including letters, memoranda, and reports - Manages the VP schedules. Makes travel arrangements to make best use of VP time - Gathers, compiles, verifies, and analyzes information for the executive's use in documents such as memos, letters, reports, speeches, presentations, and news releases - Monitors, reviews, and approves standard expenditures to ensure the activities of the office are conducted within established budgets - Facilitates smooth communications between the executive and coworkers and between the executive and external parties such as media, customers, and the public - Performs tasks using independent judgment and discretion; e.g., preparing documents and presentation materials; screening and responding to incoming correspondence, inquiries, and phone calls; drafting letters and official information releases; arranging and attending meetings; taking and distributing minutes - Adheres to internal standards, policies and procedures - Manage Corporate Travel Program - Facilitate and Assist planning for Company Hosted Meetings - Performs other job-related duties as assigned - Performs major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's degree in office's management systems, Business Administration or related area.

Experience

- Associates degree required - > 3 Years Preferred - Bachelor's degree - > 5 Years

License/Certifications

- N/A

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: N/A

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Business Analyst, HSEQ

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Data Analyst reviews health, safety, environmental, and quality performance, identifies trends, and proactively predicts and diagnoses issues based on a variety of data. The position is also responsible for development and administering supporting HSEQ software systems used to collect data and improve performance.

**JOB DESCRIPTION:**

- Generates a variety of reporting for leading- and lagging-indicators for the department. - Identifies trends in complex data sets and work with functional teams to diagnose contributing factors and data inconsistencies. - Filter and review data to ensure consistency with internal requirements - Administers existing software systems for the tracking and reporting of data and to automate processes. - Works with Health & Safety and Environmental teams to develop, enhance, and implement software systems to automate and further simplify processes. - Integrates departmental performance indicators into organizational-wide reporting of performance. - Adheres to internal standards, policies and procedures. - Provides guidance to department members regarding the impact of other business performance indicators. - Assists with the creation of summary reports and tables to assist with incident investigation and root-cause analysis. - Strong organizational, interpersonal, and communication skills along with project management skills. - Ability to analyze large datasets - Strong knowledge of and experience with reporting software - Aptitude with administering a variety of software system - Excellent written and verbal communication skills in English and Spanish - Proficiency with Microsoft Office applications required - Perform major storm restoration work and associated drills as assigned. - Follows all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

Education

- Bachelor's degree in Engineering, Mathematics, Computer Science, or Economics from an accredited university or college

Experience

- > 1 year

License/Certifications

- N/A

Travel Requirements

N/A

Physical Demands

Stationary Position -Constantly Pushing/Pulling/Reaching - Seldom Climb - Seldom Kneel - Seldom Grab - Frequently Bend - Seldom Lift/carry over - 5-10 LBS Vision - 20/20 Corrected Vision Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Accounting Services

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager of Accounting Services is responsible to maintain all financial ledgers, accounts payable, payroll, account reconciliations, intercompany transactions, corporate cost allocations, period end adjustments and closing of the books, and to provide accounting support to Finance and Operational teams on complex accounting issues. This role is responsible for providing direction to and leading teams in the Accounts Payable, Payroll, Customer Accounting and General Accounting departments and ensuring strategic alignment amongst these groups.

**JOB DESCRIPTION:**

- Generate, review, and analyze various financial information, reconciliations, determines fluctuations, identifies any risks or potential opportunities, and communicates to Controller or other appropriate management team member. Execute special projects - Provide leadership to employees of the department by assigning and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors - Assist the Financial Reporting group with the monthly and quarterly binders to be distributed to the management team - Maintain all Oracle financial ledgers including governance of the Oracle Chart of Accounts - Provide complex accounting services including research on policy choices, preparation of position papers and booking for complex accounting entries - Validation and processing of intercompany transaction and corporate and common costs including ensuring proper allocation of costs across departments - Month end close process including validating actuals, reconciling accounts, reviewing results with the business, and posting of period end adjustments - Timely and accurate processing of supplier invoices and payments including employee reimbursements - Generate over ad hoc reports for Executive Management and all other Departments - Responsible for ensuring internal controls and accounting policies for their area and up to date and are being adhered to. Liaises with Internal Audit and external auditors as required - Assist the Treasury function in preparation of schedules and reports for Bank requests (i.e. credit rating support requests). Provides litigation support to the Legal Department, performs depositions as needed. - Continuously work on improving the transaction process. Prepare new procedures, revise existing procedures, processes or reports and roll-out to the corporate departments and operating units - Proficient in Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strong analytical skills with the ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve

shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration Preferred: - Master's Degree in Accounting, Finance or Business Administration

### **Experience**

Required: - Minimum of 6 years of experience working in a similar role with leadership responsibilities Preferred: - +9 years of experience working in a similar role.

### **License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Specialist, Employee Experience

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Employee Experience position leads and assists with employee experience projects and will create close partnerships with LUMA leaders, colleagues and HR partners to develop and execute LUMA's employee experience strategy and governance. This includes implementation of programs and initiatives aligned to business strategy in areas including: employee value proposition, organizational effectiveness, performance management, training, onboarding, recognition, engagement, career development and diversity.

**JOB DESCRIPTION:**

- Foster partnerships across functions and business units to drive strategic and transformational change, ensuring every employee has a frictionless employee experience. - Demonstrate acute focus on employee lifecycle projects and events to optimize the employee experience - Act as a strategic advisor and a change management leader with the goal of creating a more inclusive culture for all employees to thrive and grow. - Drive initiatives that anchor employees to LUMA's Culture & Values, creating a seamless and enhanced employee experience, and cultivate inclusion and equity at LUMA. - Lead strategic, integrated communications plans for all Employee Experience programs including but not limited to DE&I initiatives, Employee engagement programs, department communications, etc. - Assist in all initiatives impacting employee experience, especially within the Talent Management portfolio (i.e. recruitment, learning and development), but also including total rewards, retirement, benefits, and other HR projects. - Create materials, communication, presentations, tools, and takeaways to support employee experience initiatives - Deliver presentations to groups of leaders, employees, and other stakeholders regarding employee experience initiatives and projects - Strong business acumen with solid negotiating, organizational, project management, contract administration and business writing skills. - Proficient in computer applications; Microsoft office applications. - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned; assist in post major event analysis - Follow all policies and procedures

**REQUIREMENTS**

**Education**

- Relevant Bachelor Degree in business or a related field of study

**Experience**

- 5+ years of experience in employee experience related activities and projects - Demonstrated experience focusing and optimizing the employee experience

**License/Certifications**

- Driver's License

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31- 50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Specialist, Employee Experience

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Employee Experience position leads and assists with employee experience projects and will create close partnerships with LUMA leaders, colleagues and HR partners to develop and execute LUMA's employee experience strategy and governance. This includes implementation of programs and initiatives aligned to business strategy in areas including: employee value proposition, organizational effectiveness, performance management, training, onboarding, recognition, engagement, career development and diversity.

**JOB DESCRIPTION:**

- Foster partnerships across functions and business units to drive strategic and transformational change, ensuring every employee has a frictionless employee experience. - Demonstrate acute focus on employee lifecycle projects and events to optimize the employee experience - Act as a strategic advisor and a change management leader with the goal of creating a more inclusive culture for all employees to thrive and grow. - Drive initiatives that anchor employees to LUMA's Culture & Values, creating a seamless and enhanced employee experience, and cultivate inclusion and equity at LUMA. - Lead strategic, integrated communications plans for all Employee Experience programs including but not limited to DE&I initiatives, Employee engagement programs, department communications, etc. - Assist in all initiatives impacting employee experience, especially within the Talent Management portfolio (i.e. recruitment, learning and development), but also including total rewards, retirement, benefits, and other HR projects. - Create materials, communication, presentations, tools, and takeaways to support employee experience initiatives - Deliver presentations to groups of leaders, employees, and other stakeholders regarding employee experience initiatives and projects - Strong business acumen with solid negotiating, organizational, project management, contract administration and business writing skills. - Proficient in computer applications; Microsoft office applications. - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned; assist in post major event analysis - Follow all policies and procedures

**REQUIREMENTS**

**Education**

- Relevant Bachelor Degree in business or a related field of study

**Experience**

- 5+ years of experience in employee experience related activities and projects - Demonstrated experience focusing and optimizing the employee experience

**License/Certifications**

- Driver's License

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31- 50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Technical Support Administrator

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position supports the Real Estate and Facility Services team with the implementation, operation, training, and support of the Computerized Mainframe Management System (CMMS). They will work closely with all portfolio teams to ensure the CMMS has up-to-date building drawings, setup new properties, edit or update existing property information, develop maintenance programs, and providing specific CMMS reporting as required. In addition to administering these databases, this position will ensure that copies of drawings are stored electronically and naming conventions are standardized across the portfolio.

**JOB DESCRIPTION:**

- For all new and existing properties, work directly with portfolio team member to administer the set up and maintain the PM program for all building components and maintenance equipment. This includes data entry and record keeping of all applicable warranties and relevant checklists and preventative maintenance schedules.
- Provide necessary training and support to all end users of the program. This will include creating and maintaining operating and training guidelines and procedures for new and existing staff to use and reference.
- Establish preventative maintenance reporting requirements with general management, portfolio team members, operations supervisors and any other portfolio team member. Design/develop reports to meet these requirements.
- Review, dispatch, and manage all incoming Real Estate and Facility Services requests. Track statuses to ensure timely action and closeout of requests for each assigned and responsible party.
- Responsible for the training of all personnel in the proper use, handling, and storing of building drawings. Includes but not limited to architectural, mechanical, electrical, structural, 'as-built', floor layout, lease layout, design layout, furniture plans, seating plans, emergency evacuation plans, manuals or reports.
- Troubleshoot software issues and in conjunction with IT personnel, oversee alternations to the system and software upgrades.
- Support the department with development and upkeep of dashboard data and reports
- Develop the Real Estate and Facility Services network by promoting the team's services and capabilities through the organization.
- Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset.
- Perform major storm restoration work and associated drills as assigned.
- Performs other duties as assigned.
- Follows all policies and procedures.

**REQUIREMENTS**

**Education**

Required: - Bachelor's degree in business administration, information systems, engineering, facilities maintenance or relevant experience.

**Experience**

Preferred: - Minimum of 2 years of experience working directly with asset management or CMMS's

#### License/Certifications

Required: - Microsoft SharePoint - IBM asset management systems – Maximo, Trirega

#### Travel Requirements

Travels: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Associate Advisor, Revenue Protection

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Associate Revenue Protection Advisor (ARPA) is responsible for handling outbound and inbound customer voice calls and interactions related to collections efforts including taking payments. The interactions handled may also include written communication with customers, such as email, chat, mail. The role may be required to work late nights and weekends in some cases.

**JOB DESCRIPTION:**

- For accounts that are prioritized and queued for outbound collections calls, research customer account status, outstanding account balances, age of balance, payment history, etc. to be prepared to discuss collections with targeted customers. - Execute outbound calls (typically with the support of an outbound dialer) to collect payments from a prioritized list of customers. - Answer incoming calls from customers for basic interactions such as make a payment. - Respond to customer interactions from written channels, such as email, mail, chat, and social media channels. - Utilize functionality from CC&B and other applications to assist the customer. - Provide a positive Customer Experience with every customer by showing empathy and understanding and ensuring the customer that situation is owned to resolution. - In times of peak call volumes such as during a storm, ARPA's may temporarily support the Customer Experience contact center by receiving appropriate calls based on ARPA skill profiles. - Negotiate account resolution with the customer as appropriate. - For complex and time-consuming call escalations, ensure customers are aware of call transfers to more senior levels. - Assist in the identification and development of creative solutions to address and reduce future customer complaints and support a positive Revenue Protection. - Document details within CRM/CC&B regarding the conversation with the customer and actions taken. - Strong interpersonal skills through effective verbal and written communication with the ability to manage and resolve conflict. - Proficient in computer applications such as MS Office. - Follows all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

- High School Diploma or equivalent.

Experience

- -1 Year of Experience Preferred - 1+ Year of Experience

License/Certifications

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Advisor, Revenue Protection

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Revenue Protection Advisor (RPA) is responsible for handling outbound and inbound customer voice calls and interactions including those handled by Associate Revenue Protection Advisors (ARPA), as well as more complex interactions. The interactions handled may also include written communication with customers, such as email, chat, mail. The role may be required to work late nights and weekends in some cases.

**JOB DESCRIPTION:**

- For accounts that are prioritized and queued for outbound collections calls, research customer account status, outstanding account balances, age of balance, payment history, etc. to be prepared to discuss collections with targeted customers. - Execute outbound calls (typically with the support of an outbound dialer) to collect payments from a prioritized list of customers. - Answer incoming calls from customers for basic interactions such as make a payment, as well as more advanced call types. - Respond to customer interactions from written channels, such as email, mail, chat, and social media channels. - Utilize functionality from CC&B and other applications to assist the customer. - Displays proficiency in utilizing CC&B functionality. - Provide a positive Customer Experience with every customer by showing empathy and understanding and ensuring the customer that situation is owned to resolution. - In times of peak call volumes such as during a storm, the role may temporarily support the Customer Experience contact center by receiving appropriate calls based on RPA skill profiles. - Negotiate account resolution with the customer as appropriate. - Assist in the identification and development of creative solutions to address and reduce future customer complaints and support a positive Revenue Protection. - Document details within CRM/CC&B regarding the conversation with the customer and actions taken. - Excellent interpersonal skills through effective verbal and written communication with the ability to manage and resolve conflict. - Follows all policies and procedures. - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

- High School Diploma or equivalent

Experience

- 1+ Year Preferred - 3+ Years

License/Certifications

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: No

### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Warehouse Operator, Trans, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

- Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities. - Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts - Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems. - Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job - Operate required warehouse equipment in performing the functions of the job and perform equipment safety review. - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately - Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills - Ability to work quickly and efficiently while demonstrating solid organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 3+ years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Valid Driver's License - Explosives permit would be an asset - Certificate Transportation of Dangerous Goods Training

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Warehouse Operator, Inv and Asset Recovery, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

- Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities. - Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts - Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems. - Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job - Operate required warehouse equipment in performing the functions of the job and perform equipment safety review. - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately - Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills - Ability to work quickly and efficiently while demonstrating solid organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 3+ years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Valid Driver's License - Explosives permit would be an asset - Certificate Transportation of Dangerous Goods Training

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Warehouse Operator, Dist, Material Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

- Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities. - Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts - Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems. - Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job - Operate required warehouse equipment in performing the functions of the job and perform equipment safety review. - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately - Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills - Ability to work quickly and efficiently while demonstrating solid organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 3+ years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Valid Driver's License - Explosives permit would be an asset - Certificate Transportation of Dangerous Goods Training

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Warehouse Operator, Material Mgmt, East

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

- Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities. - Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts - Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems. - Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job - Operate required warehouse equipment in performing the functions of the job and perform equipment safety review. - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately - Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills - Ability to work quickly and efficiently while demonstrating solid organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 3+ years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Valid Driver's License - Explosives permit would be an asset - Transportation of Dangerous Goods Training  
Travel Requirements

10%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Warehouse Operator, Material Mgmt, West

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Overall scope and purpose of the Lead Warehouse Worker is to lead by example in the performance of warehousing tasks of receiving product, putting away product, picking product (filling orders), preparing product for shipment, general housekeeping, completing appropriate paperwork, operating equipment safely, loading trucks with product. Lead Warehouse Workers lead the operation of the assigned warehousing facility or location through planning, direction, and coordination of daily warehousing activities. This work requires a working knowledge of all facets of warehousing, good product knowledge, administration skills, and the ability to plan, schedule, and problem solve.

**JOB DESCRIPTION:**

- Following the overall direction of the Supervisor, Warehouse, lead the operation of the assigned warehousing facility or location and, with demonstrated leadership ability, direct Warehouse Workers and Laborer's in daily warehousing activities. - Coordinate Emergency Response warehousing activities in assigned location, including being available to respond to emergency after-hours callouts - Load, unload, sort, consolidate, stack and stage products and materials using required equipment. With accuracy and attention to detail, assist with physical inventories and cycle counts, ensuring proper stock rotation. Record receipts to appropriate forms, logbooks, or systems. - Keep all warehouse space clean and organized. Executes routine tasks in and out of the warehouse as required as well as in associated systems related to functions of the job - Operate required warehouse equipment in performing the functions of the job and perform equipment safety review. - Practice and adhere to established safety rules and policies, as well as, established housekeeping standards. Report any violations or hazards to management immediately - Interacts with co-workers, management, suppliers, and customers , has good communication and interpersonal skills - Ability to work quickly and efficiently while demonstrating solid organizational and time management skills - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- High School Diploma or G.E.D.

Experience

- Proficient math skills in unit of measurement and multiplication, division, addition, subtraction - 3+ years previous warehouse experience - Experience with completing Warehousing functions in an ERP/EAM system (Oracle, Ventyx,SAP, JD Edwards, Asset Suite, etc.)

License/Certifications

- Valid Driver's License - Explosives permit would be an asset - Certificate Transportation of Dangerous Goods Training

#### Travel Requirements

10%

#### Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Constantly - Climb: Frequently - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Frequently - Working in high places: Seldom - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: N/A - Work with explosives: Seldom - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Field Mechanic

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Responsible for the onsite maintenance needed to keep equipment operating in the field. The Field Mechanic applies automotive mechanics knowledge related to the inspection, maintenance and repair of vehicles and special equipment all while working in a field environment. Receive instructions from the supervisor, and performs work to making sure it conforms to established regulations and procedures. Must be an A or B level professional mechanic with a solid knowledge and background in a wide variety of skills. These skills include, but are not limited to, equipment service and repair of Mobile Hydraulics, Aerial Hydraulics, OSHA Boom Inspections, BIT Biennial inspections of terminals, Air Brakes, Diesel and Gasoline powered vehicles and equipment.

**JOB DESCRIPTION:**

- Field Mechanic is responsible for the maintenance and repair of company owned, electric utility-related vehicles (service, construction, transport and passenger vehicles) and various types of equipment - Diagnostics - Conducts visual, auditory and operational inspection of vehicles and equipment to identify and troubleshoot problems for repair; identifies problem causes; researches problems via repair manuals, schematics, OEM's, service bulletins and other mechanics, as needed - Repairs / Rebuilds Vehicles & Components - Uses hand tools and power tools to disassemble, access and re-assemble equipment or components; removes and replaces broken or worn parts (such as cylinders, brakes and gaskets); performs tune-ups and electrical repairs - Uses power and hand tools to access, remove and/or replace worn or broken parts - Changes oil and filters; cleans and lubricates moving parts; identifies worn parts for preventative repair work - Inspect, maintain and repair vehicles and special equipment installed in said units - Complete all A & B Level Mechanics duties that are applicable in a field environment. - Experience with Microsoft Office programs, and ability to use a FMIS Fleet Management Information System to input and research maintenance history information as needed - Good Welding and Fabricating skills. Ability to read and interpret schematics and blueprints - Self starter and detail oriented individual - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Highschool Diploma or GED

**Experience**

- Have a Category 8-9 CDL license to drive heavy vehicles. - Be a member of the College of Automotive Technicians and Mechanics of Puerto Rico Preferred Experience: - Self-starter - Detail oriented - Computer literate - Welding and Fabricating skills - Ability to read and interpret schematics and blueprints - Have seven years of experience in the tasks performed at the Gasoline or Diesel Mechanic level.

#### License/Certifications

- Hold a Gasoline or Diesel Automotive Technician's license issued by the Puerto Rico Automotive Technician Examining Board. - Hold an HVAC Certification - Hold a Fluid Power Hydraulics Certification. - ASE Certification (T-series 1-8)

#### Travel Requirements

100%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Administrative Coordinator

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Procurement & Contracts, and working closely with other department team members, this position provides diverse and complex executive level administrative support. The incumbent's focus is to proactively, effectively and independently manage the Director's day-to-day administrative requirements through the application of sound knowledge of the business, strong technical skills and good judgement.

**JOB DESCRIPTION:**

- Facilitate Director's day-to-day administrative requirements by managing calendars and all incoming correspondence (e-mail, phone, mail, etc.). - Anticipate executive needs and make confident decisions to contribute to an organized and effective work environment. - General office administration duties including but not limited to processing invoices and maintaining expenses, maintaining department electronic filing systems to facilitate communication between teams, and setting up new employees and contractors. - Prepare precise meeting minutes & track action items reflective of a sound understanding of the business and distribute these in a timely manner. - Prepare, compose and edit a variety of documents, including highly confidential correspondence, memoranda, presentations, contracts and proposals of exceptional quality, including those for board and executive audiences. - Coordinate meetings, domestic and international travel, and prepare expense reports. - Coordinate departmental group activities and work with other administrative staff across the organization to coordinate initiatives through the application of strong organizational and leadership skills. - Assist with annual department expense budgets acting as a liaison between management and finance functions. - Possess advanced professional interpersonal and communication skills for interacting effectively with all levels within the organization, as well as with outside customers. - Be a conscientious self-starter who enjoys working in a team environment, needs minimal supervision and is able to effectively manage and prioritize workload under pressure. - Have high level proficiency with Microsoft Word, Excel, PowerPoint, Access, SharePoint, Outlook, ERP and timekeeping tools. - Fluent in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

**Education**

Required - College Diploma – Administrative Assistant Diploma or Business Certificate -

**Experience**

Required - Minimum 5 years of progressively responsible administrative experience or 3 years of experience supporting senior or executive leadership.

**License/Certifications**

None

#### Travel Requirements

Travels: No Percent of time: N/A Overnight required: N/A

#### Physical Demands

- If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly” - Stationary Position - Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 corrected vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Sr Accountant, Accounting Property

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Accountant, Accounting Property is responsible for accuracy of costs being capitalized, timely closing and unitization of utility construction work orders and maintenance of the continuing property records system under the supervision of the Supervisor, Accounting Property. This includes estimating the plant account classification of completed construction not classified. Also includes the input and monitoring of monthly depreciation rates/expenses. Also assist in monthly project reporting preparation and review including Federal Funding requests.

**JOB DESCRIPTION:**

'- Experience in financial accounting and reporting, sound knowledge of utility accounting and cost accounting concepts. - Strategic thinker with the ability to understand how plant accounting influences and impacts the business - Ability to deliver under deadlines, using proven problem solving, troubleshooting, and multitasking skills. - Duties includes: - Review of open construction work orders and follow up with project managers on timing for completion, any expected trailing costs, and obtain all necessary closing paperwork. - Review of work order costs to identify any mis-recorded transactions, Comparison of project costs versus budget to determine that costs recorded are appropriate and that the project scope has not changed. - For completed projects determine the appropriate estimated plant account classification for the work order costs to be recorded as completed construction not classified. - Unitize completed work orders by determining the direct cost of the various retirement units included in the work order, developing and applying the appropriate allocation methodologies to allocate indirect costs and closing the retirement units to the Continuing Property Record system. - Review of monthly depreciation expense. - Advanced proficiency in Microsoft Office, and experience with Oracle would be an asset. - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

Education

Required: - Bachelor's degree in Accounting, Finance, or Business Administration

Experience

Required: - Minimum of 6 years of experience in a similar role Preferred: - Experience with cost accounting  
- Experience with utility plant accounting

License/Certifications

Preferred: - CPA (Certified Public Accountant)

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom -  
Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing -  
Receive detailed information if spoken to

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions \_\_\_None\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF  
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COMPENSATION AND TRAINING.**



**JOB TITLE:** Team Lead, Disbursements Treasury

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Team Lead Disbursements assists the Supervisor, Disbursement with the execution of the daily cash management for field offices and leads a team of professionals responsible for the daily cash disbursements to employees and reconciliation packages.

**JOB DESCRIPTION:**

- Execution of the daily cash management for field offices. - Assist with documentation, conducting process walkthroughs and identifying controls procedures and measures regarding cash disbursement activities. Assures compliance with local laws and regulations - Assist with the evaluation, development, implementation and monitoring of policies and procedures regarding to expense reimbursement to employees - Assist with preparing reports to summarize and interpret current and projected disbursements. - Prepares and ensures the weekly field office distributions. - Has strong analytical and attention to detail skills to prepare weekly/monthly/quarterly forecast analysis for field offices - Perform the reconciliation for cash disbursements and resolve any accounting issues in a timely and manner - Perform ad-hoc financial analyses with respect to cash management - Proficient in Spanish languages with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs and SharePoint - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting departments to achieve shared goals with a focus on customer service excellence - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required - Associate's Degree in Accounting, Finance or Business Administration Preferred - Bachelor's Degree in Accounting, Finance or Business Administration or related field

**Experience**

Required - Minimum of 1 year of experience in Cash management and Treasury roles - 4 years of experience working in an accounting environment Preferred - Minimum of 3 years of experience in Cash management and Treasury roles - + 6 years of experience working in an accounting environment

**License/Certifications**

Required - Valid driver's license Preferred - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes   Percent of time: 10%   Overnight required: Yes   Must have availability to travel to different regions across the Island as needed

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Engineer, Lines Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Supervisor, Transmission Engineering, this position is responsible for coordinating and performing engineering activities related to Transmission Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

#### **JOB DESCRIPTION:**

- Execute transmission projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document
- Coordination of design activities as a member of a multi-disciplinary team of engineers
- Lead and support capital projects
- Develop, review and authenticate transmissionline designs
- Work planning, coordination, and cost estimating
- Develop, support and improve transmissionsingle line diagrams and design drawings
- Develop, support and improve transmission equipment specifications
- Participate in procurement of transmission equipment
- Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned
- Provide construction support with the disciplines for construction issues to ensure timely and accurate response
- Follow, develop and improve engineering processes and standards
- Participate and lead design initiatives, including presentations to the engineering group and senior management
- Various reporting to the T&S management, Project Manager and project team
- Assist the Supervisor, Transmission Engineering in managing engineering contractors
- Act as Owners Engineer on contracted projects
- Provide technical support to field organizations
- Any and all duties below this classification (Associate TransmissionEngineer)
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior engineers and designers
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering - Preferred: Bachelor of Science Degree in Electrical Engineering -

#### Experience

- Minimum five (5) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions - Preferred: Previous experience working in Transmission -

#### License/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** T&S and Dist Engineers

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Transmission Engineering or distribution, this position is responsible for coordinating and performing engineering activities related to Transmission and substation Lines and Distribution. This position is an engineer apprentice. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute transmission or distribution projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document
- Coordination of design activities as a member of a multi-disciplinary team of engineers
- Lead and support capital projects
- Develop, review and authenticate transmission line designs
- Work planning, coordination, and cost estimating
- Develop, support and improve transmission/distribution single line diagrams and design drawings
- Develop, support and improve transmission/distribution equipment specifications
- Participate in procurement of transmission equipment
- Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned
- Provide construction support with the disciplines for construction issues to ensure timely and accurate response
- Follow, develop and improve engineering processes and standards
- Participate and lead design initiatives, including presentations to the engineering group and senior management
- Various reporting to the T&S and Distribution management, Project Manager and project team
- Assist the Supervisor, Transmission/Distribution Engineering in managing engineering contractors
- Act as Owners Engineer on contracted projects
- Provide technical support to field organizations
- Any and all duties below this classification (Associate Transmission Engineer)

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering

**Experience**

- Technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications.
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior engineers and designers
- Project management skills

including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget

License/Certifications

Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A Loud noise conditions (above 87dB) - Seldom

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**JOB TITLE:** Sr Project Engineer, Substation Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute substation projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document - Coordination of design activities as a member of a multi-disciplinary team of engineers - Lead and support capital projects - Develop, review and authenticate substation line designs - Work planning, coordination, and cost estimating - Develop, support and improve substation single line diagrams and design drawings - Develop, support and improve substation equipment specifications - Participate in procurement of substation equipment - Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Participate and lead design initiatives, including presentations to the engineering group and senior management - Various reporting to the T&S management, Project Manager and project team - Assist the Supervisor, Substation Engineering in managing engineering contractors - Act as Owners Engineer on contracted projects - Provide technical support to field organizations - Any and all duties below this classification (Associate Substation Engineer) - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: - Bachelor of Science Degree in Engineering Preferred: - Master's Degree in Engineering or MBA

## Experience

Required: - Minimum eight (8) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions Preferred: - Previous experience working in Substation

## License/Certifications

Required: - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: - Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Substation Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute substation projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document
- Coordination of design activities as a member of a multi-disciplinary team of engineers
- Lead and support capital projects
- Develop, review and authenticate substation line designs
- Work planning, coordination, and cost estimating
- Develop, support and improve substation single line diagrams and design drawings
- Develop, support and improve substation equipment specifications
- Participate in procurement of substation equipment
- Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned
- Provide construction support with the disciplines for construction issues to ensure timely and accurate response
- Follow, develop and improve engineering processes and standards
- Participate and lead design initiatives, including presentations to the engineering group and senior management
- Various reporting to the T&S management, Project Manager and project team
- Assist the Supervisor, Substation Engineering in managing engineering contractors
- Act as Owners Engineer on contracted projects
- Provide technical support to field organizations
- Any and all duties below this classification (Associate Substation Engineer)
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior engineers and designers
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering Preferred Education: Bachelor of Science Degree in Electrical Engineering

## Experience

Minimum five (5) years of experience in a Utility Environment Proven experience applying sound judgment to make decisions Preferred Experience: Previous experience working in Substation

## License/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

## Working Conditions

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**JOB TITLE:** Project Engineer, Substation Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for coordinating and performing engineering activities related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute substation projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document - Coordination of design activities as a member of a multi-disciplinary team of engineers - Lead and support capital projects - Develop, review and authenticate substation line designs - Work planning, coordination, and cost estimating - Develop, support and improve substation single line diagrams and design drawings - Develop, support and improve substation equipment specifications - Participate in procurement of substation equipment - Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Participate and lead design initiatives, including presentations to the engineering group and senior management - Various reporting to the T&S management, Project Manager and project team - Assist the Supervisor, Substation Engineering in managing engineering contractors - Act as Owners Engineer on contracted projects - Provide technical support to field organizations - Any and all duties below this classification (Associate Substation Engineer) - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering Preferred Education: Bachelor of Science Degree in Electrical Engineering

## Experience

Minimum five (5) years of experience in a Utility Environment Proven experience applying sound judgment to make decisions Preferred Experience: Previous experience working in Substation

## License/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Meter

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Standards & Procedures this position is responsible for coordinating and performing engineering activities related to electric metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute metering projects within scope, schedule and cost
- Review functional specifications for completeness and consider practical limitations of project scope
- Develop and obtain documents from all engineering and metering function groups, check for completeness and consolidate them into one document
- Coordination of design activities as a member of a multi-disciplinary team of engineers
- Lead and support capital projects
- Develop, review and authenticate metering designs
- Work planning, coordination, and cost estimating
- Develop, support and improve metering diagrams and design drawings
- Develop, support and improve metering specifications
- Participate in procurement of meter equipment
- Develop a Metering Quality Assurance Program for the company for metering
- Provide construction support with the disciplines for construction issues to ensure timely and accurate response
- Follow, develop and improve engineering processes and standards
- Participate and lead design initiatives, including presentations to the engineering group and senior management
- Various reporting to the Manager, Standards & Procedures, Metering Director & project team
- Act as Owners Engineer on contracted projects
- Provide technical support to field organizations
- Technical knowledge in polyphase instrument rated electric metering, associated Electrical & Utility codes, constructability, and equipment applications.
- Business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Human resources skills to mentor more junior metering staff
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education - Bachelor of Science Degree in Engineering   Preferred Education - Bachelor of Science Degree in Electrical Engineering

## Experience

Required Experience: - Minimum five (5) years of experience in a Utility Environment Preferred Experience: - Previous experience working in Metering/AMI

## License/Certifications

- Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Specialist Dist

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute distribution projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document - Coordination of design activities as a member of a multi-disciplinary team of engineers - Lead and support capital projects - Develop, review and authenticate distribution line designs - Work planning, coordination, and cost estimating - Develop, support and improve distribution single line diagrams and design drawings - Develop, support and improve distribution equipment specifications - Participate in procurement of distribution equipment - Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Participate and lead design initiatives, including presentations to the engineering group and senior management - Various reporting to the Distribution management, Project Manager and project team - Assist the Supervisor, Distribution Engineering in managing engineering contractors - Act as Owners Engineer on contracted projects - Provide technical support to field organizations - Any and all duties below this classification (Associate Distribution Engineer) - Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications. - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Required Education: - Bachelor of Science Degree in Engineering. Preferred Education: - Bachelor of Science Degree in Electrical Engineering.

## Experience

Preferred Experience: - Minimum five (5) years of experience in a Utility Environment - Previous experience working in Distribution.

## License/Certifications

- Professional Engineer or Professional Licensee designation. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

- Travels:Yes. - Percent of time:30%. - Overnight required: Yes.

## Physical Demands

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

## Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Engineer, Standard Dist

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute distribution projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document - Coordination of design activities as a member of a multi-disciplinary team of engineers - Lead and support capital projects - Develop, review and authenticate distribution line designs - Work planning, coordination, and cost estimating - Develop, support and improve distribution single line diagrams and design drawings - Develop, support and improve distribution equipment specifications - Participate in procurement of distribution equipment - Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Participate and lead design initiatives, including presentations to the engineering group and senior management - Various reporting to the Distribution management, Project Manager and project team - Assist the Supervisor, Distribution Engineering in managing engineering contractors - Act as Owners Engineer on contracted projects - Provide technical support to field organizations - Any and all duties below this classification (Associate Distribution Engineer) - Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications. - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Required Education: - Bachelor of Science Degree in Engineering. Preferred Education: - Bachelor of Science Degree in Electrical Engineering.

## Experience

Preferred Experience: - Minimum 5 years of experience in a Utility Environment. - Previous experience working in Distribution.

## License/Certifications

- Professional Engineer or Professional Licensee designation. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

## Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

## Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB) - Seldom.

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**JOB TITLE:** Engineer, Project

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for coordinating and performing engineering activities related to Distribution Lines. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Execute distribution projects within scope, schedule and cost - Review functional specifications for completeness and consider practical limitations of project scope - Develop and obtain documents from all engineering function groups, check for completeness and consolidate them into one document - Coordination of design activities as a member of a multi-disciplinary team of engineers - Lead and support capital projects - Develop, review and authenticate distributionline designs - Work planning, coordination, and cost estimating - Develop, support and improve distributionsingle line diagrams and design drawings - Develop, support and improve distribution equipment specifications - Participate in procurement of distribution equipment - Conduct high-level QA/QC check at the 50% and 85% design review, close gaps and deal with issues from lessons learned - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Participate and lead design initiatives, including presentations to the engineering group and senior management - Various reporting to the Distribution management, Project Manager and project team - Assist the Supervisor, Distribution Engineering in managing engineering contractors - Act as Owners Engineer on contracted projects - Provide technical support to field organizations - Any and all duties below this classification (Associate Distribution Engineer) - Technical knowledge in power flow, distribution design, associated Electrical & Utility codes, constructability, and equipment applications. - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

## Education

Required Education: - Bachelor of Science Degree in Engineering. Preferred Education: - Bachelor of Science Degree in Electrical Engineering.

## Experience

Preferred Experience: - Minimum 5 years of experience in a Utility Environment. - Previous experience working in Distribution.

## License/Certifications

- Professional Engineer or Professional Licensee designation. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

## Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

## Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB) - Seldom.

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**JOB TITLE:** Economist

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for identifying and interpreting macro and micro economics, market, and industry developments that affect LUMA's operating performance and strategic positioning. This role will involve developing, evaluating, and analyzing forecasts and insights related that may affect LUMA and support regulatory leadership decision making. This position will serve as an expert in forecasting and analysis activities involving existing and future electricity consumption, electrical consuming equipment, consumer behaviors and choices associated with economic theory for the residential, commercial, and industrial electricity consumer sectors.

**JOB DESCRIPTION:**

- Evaluate, model, and statistically describe: economic factors and how they affect electricity load over time including the evaluation, development, or modifications of models that calibrate electricity consumption
- Analyze how loads respond to changes in the evolving economy and the effect on energy loads and peak demands over time
- Perform special studies or analyses as requested internally or by the regulator
- Develop or maintain economic data associated with the electric consuming equipment in total and by utility entity in support of Load Forecasting models
- Identify new economic trends and interactions with electric consuming equipment and monitors effects on electricity consumption.
- Support the coordination and completion of regulatory filing ensuring consistency and accuracy throughout
- Collaborate with multiple different groups both financial and non-financial to support regulatory filings, and have the ability to manage multiple tasks with deadlines
- Ensure prudence can be defended by preparing business cases
- Support the regulatory team, with excellent oral and written communication skills, on various utility compliance filing as well as annual budgets, and other applications
- Support development and implementation of regulatory strategy, staying highly organized while having analytical and critical thinking skills
- Ad hoc analysis and report preparation, working under pressure with tight deadlines
- Performs other job-related duties as assigned
- Continuously searches for ways to improve the reporting process at the corporate and operating unit's levels.
- Ability to work well in a team environment and establish strong collaborative working relationships with operations
- Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

Education

Bachelor's Degree in Economics, Accounting, Finance or Business Administration

Experience

5+ years of experience as a professional economist with progressive related experience

#### License/Certifications

Preferred Licenses/Certifications - A professional economics designation E (Chartered Economist), CBE (Certified Business Enterprise)

#### Travel Requirements

TRAVEL REQUIREMENTS: Travels: No Percent of time: No Overnight required: No

#### Physical Demands

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A

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**JOB TITLE:** Supervisor, Process Improvement

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervisor, Process Improvement is responsible for creating and implementing strategies, processes, and technical enhancements to improve and optimize all processes that impact the Customer Experience across the customer lifecycle. The Supervisor, Process Improvement focuses on improving the efficiency, effectiveness, automation levels and most importantly customer satisfaction with processes with the goal of optimizing the customer experience. The Supervisor directs, advises, coaches, and supports a team of Business Analysts, Business Analysts (Reporting & Analytics) and Process Analysts (Process & Gap Analysis).

#### **JOB DESCRIPTION:**

- Evaluate the effectiveness of the existing process improvement methodologies and initiatives with scope that spans the customer lifecycle, with special emphasis on the core processes within the Customer Experience department (Contact Center, Billing Services, and Regional Customer Experience)
- Establish quality controls and quantity standards, metrics and reporting for all core and secondary customer-facing as well as related back-office processes
- Provide direction on future goals and process improvement roadmaps across the customer lifecycle
- Communicate details regarding the current state and future state customer experience and process improvement methodologies and initiatives to all Customer Experience Team members as well as other Functional Teams
- Design and implementation of solutions to identified process pain points and opportunities for improvement across the customer lifecycle
- Design and implementation of solutions to process and customer satisfaction issues and provide recommendations to management
- Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to achieve strong performance metrics and a positive customer experience
- Using strong leadership, coaching, and mentoring skills, address day-to-day operating issues and/or escalate to the management as required
- Excellent interpersonal and communication (verbal and written) skills with the ability to work with all levels within the organization from leadership to agents as well as to manage and resolve conflict. Strong focus on customer relationship management is required
- Excellent decision making, problem-solving, and organizational skills
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint)
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Performs other duties as assigned

#### **REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 6+ Years of experience in process improvement, training, leadership, or similar position.
- Experience in developing and implementing cross-functional (non-siloed) process and quality improvements across the

customer lifecycle, with utility industry experience preferred - Experience in successfully managing process improvement teams (design and implementation) - Working knowledge of CC&B functionality Preferred: - 11+ Years experience in a Customer Service process improvement.

#### License/Certifications

- Valid Driver's License Preferred: - Lean/Six Sigma Black Belt, preferred - Project Management Professional (PMP), preferred - CXPA Certifications, preferred

#### Travel Requirements

- 20%

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery -N/A - Working in high places - N/A - Exposed to fumes or airborne particles -N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Supervisor, Self Service Channel

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervisor, Self Service Channel is responsible for creating and implementing a strategies, process, and technical enhancements to improve and optimize the self-service channels that positively impact the Customer Experience. The Supervisor, Self Service Channel focuses on improving the efficiency, effectiveness, level of self-service automation, and most importantly customer satisfaction with their customer experience. The Supervisor directs, advises, coaches, and supports Web Analyst, AI Chatbot, as well as the Analyst, IVR/Mobile.

#### **JOB DESCRIPTION:**

- Evaluate the effectiveness of the existing digital customer experiences and IVR/telephony-based automation by conducting planned and periodic audits including monitoring and observations.
- Establish quality controls and quantity standards, metrics, and reporting for all self-service channels.
- Using strong coaching, leadership, and mentoring skills.
- Provide direction on future goals and roadmap for the digital customer experience as well as all self-service channels.
- Communicate details regarding the digital customer experience and self-service channels to all Customer Experience Team members as well as other Functional Team including the process improvement reviews as well as initiatives to drive higher levels of quality in self-service experiences.
- Implementation of solutions to identified digital experience and self-services problems and ensure positive results are achieved.
- Identify solutions to digital experience and self-service issues and provide recommendations to management.
- Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to achieve strong performance metrics and a positive customer experience.
- Address day-to-day operating issues and/or escalate to the Director of Voice of the Customer as required.
- Working knowledge of CC&B functionality.
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint).
- Excellent interpersonal and communication (verbal and written) skills.
- Excellent decision making, problem-solving, and organizational skills.
- Strong interpersonal skills through effective verbal and written communication with the ability to work with all levels within the organization from leadership to agents as well as manage and resolve conflict.
- A focus on customer relationship management is required.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Perform other duties as assigned

#### **REQUIREMENTS**

##### **Education**

- Bachelor's Degree. Preferred: - Bachelor's Degree in IT

##### **Experience**

- 6+ Years of experience as a leader, trainer, or similar position.

- Experience in managing and optimizing B2C and/or B2B digital experience platforms (online/mobile).
- Experience in managing self-service

channels and applications . Preferred: - 11+ Years of experience in customer experience, training, or similar position.

#### License/Certifications

- Valid Drivers' License

#### Travel Requirements

- 20%

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - Frequently  
- Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Understanding sounds required fore operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Supervisor, Quality Assurance

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Quality Assurance is responsible for creating and implementing a Customer Experience Quality Assurance Program that focuses on improving the quality of service within the Contact Centers (internal and external), Billing Services and the Regional Customer Experience Offices. The Supervisor directs, advises, coaches, and supports Quality Assurance Analysts.

**JOB DESCRIPTION:**

- Evaluate the effectiveness of the Customer Experience Quality Assurance Program by conducting planned and periodic audits including monitoring and observations
- Establish quality controls and quantity standards, metrics, and reporting
- Provide direction on quality assurance matters to management
- Communicate details regarding Quality Assurance Program to all Customer Experience Team members including the review processes and quality expectations
- Identify solutions to quality issues and provide recommendations to management. Implementation of solutions to identified quality problems and ensure positive results are achieved
- Utilize strong analytical skills, an understanding of customer service and other utility processes, and functional CC&B knowledge to achieve strong performance metrics and a positive customer experience
- Using strong leadership, coaching, and mentoring skills, address day-to-day operating issues and/or escalate to the Director, Voice of the Customer as required
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint)
- Excellent interpersonal and communication (verbal and written) skills with the ability to work with all levels within the organization from leadership to agents as well as manage and resolve conflict.
- Strong focus on customer relationship management required
- Excellent decision making, problem-solving and organizational skills
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 6+ Years of experience as quality assurance supervisor of experience
- Working knowledge of CC&B functionality Preferred: - 11+ Years

License/Certifications

- Valid Driver's License

Travel Requirements

- 20%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle -  
Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead Engineer, Dist Automation

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Lead Engineer, Distribution Automation is responsible for coordinating and performing engineering activities related to Substation Automation Asset Management. The role requires well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Evaluate resource plan, new development/project requirements and define the framework for the Substation Automation system architecture to comply with those requirements
- Perform and evaluate Substation Automation planning studies, pilot tests, process and procedures
- Develop and provide conceptual and detailed design guidelines and best practices for new Substation Automation (SA) technologies to facilitate the maintenance and reduce the costs associated with asset inventory and support
- Work planning, coordination, and cost estimating
- Define Asset replacement strategy based on aging technologies and new requirements
- Define Cyber Security compliance framework for the Automation infrastructure
- Development or implementation of a Historian System and other specialized utility applications to support the corporate asset strategy
- Evaluate, test and incorporate new SCADA/Automation technologies to help the optimization of the Power Grid operation and resiliency
- Develop, support and improve Substation Automation equipment specifications
- Participate in the procurement of Substation Automation equipment for new technology implementation
- Participate in design reviews, close gaps and deal with issues from lessons learned
- Define maintenance and support requirements. In conjunction with Ops and Maintenance teams, develop and roll-out maintenance programs
- Participate in new Substation Automation design initiatives, including presentations to the engineering group and senior management
- Evaluate, test and incorporate new SCADA/Automation asset management technologies to help the optimization of the Power Grid operation and resiliency
- Define performance metrics and monitoring requirements. Monitor the performance of the Substation Automation system. Create and execute continuous improvement plans.
- Provide technical support to field organizations
- Strong technical knowledge in power flow, transmission design, associated Electrical & Utility codes, constructability, and equipment applications
- Strong business knowledge in the utility and regulated environment and working knowledge of our Operations groups and the challenges they face day-to-day
- Excellent project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget. Ability to prioritize assignments to meet commitments
- Strong verbal and written communication skills
- Excellent team player, with strong interpersonal and relationship building skills with the ability to effectively interact with internal and external customers
- Strong problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope
- Perform any and all duties below this classification (Substation Automation Engineer)
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor of Science Degree in Engineering Preferred: - Bachelor of Science Degree in Electrical or Electronics Engineering

### **Experience**

- Minimum seven (7) years of experience in a Utility Environment - Experience applying sound judgment to make decisions - Experience mentoring junior engineers and designers - Previous experience working in Transmission related environment

### **License/Certifications**

- Professional Engineer or Professional Licensee designation - Valid driver's license

### **Travel Requirements**

Travels: Yes Percent of time: 30% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Reporting and Data Analytics Entry

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This role is responsible for the development of LUMA's HR reporting and Data analytics strategy. This includes: Working closely with senior stakeholders to determine LUMA's overall organizational HR reporting and informational needs.

**JOB DESCRIPTION:**

- Establish LUMA's HR Reporting and Analytics strategy and drive innovation through an in-depth understanding of various HR technologies and analytics trends - Presents data in various forums including HR Leadership, and other leadership meetings as requested - Identifies opportunities for enhanced data tracking and capturing of data to further support HR strategic & organizational goals - Design and develop simple to complex HR reports, dashboards and dynamic reporting to answer relevant business questions and communicate report data in a concise and easy to understand format - Leverage technology and use knowledge of relational databases and complex queries to retrieve data from Core HR system to meet data needs of HR and organizational strategic plans - Integrate disparate data from multiple systems and tools - Perform complex data manipulation and aggregation of data from multiple HR data sources - Experience in the design and implementation of HR Reporting and Analytics strategies - Demonstrated HR technology experience - Advanced knowledge and experience in statistical and data mining techniques - Significant experience and technical knowledge in HRIS and Analytics platforms and tools - Advanced Excel skills - Track record in and/or proven ability to interpret results using simple data aggregation and statistical analysis to complex data mining - Excellent analytical skills and ability to present a full data story that addresses key information needs of senior stakeholders - Follow all policies and procedures - Performs other duties as required - Perform major storm restoration work and associated drills as assigned

**SUPERVISORY RESPONSIBILITIES:** - Directly Supervise 5 employees.

**REQUIREMENTS**

**Education**

- Bachelor's Degree Preferred Education - Master's Degree

**Experience**

- 5 to 10 years of experience in HR reporting and data analytics management experience, preferably in a multinational environment - 11+ Years

**License/Certifications**

Preferred Certifications - PHR/SPHR

**Travel Requirements**

Travels:Yes Percent of time:10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom  
- Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Manager, Key Accounts

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Manager, Key Accounts is responsible for directing the strategic management activities of the Key Accounts group for ensuring proactive relationships with Government, Large Influential and Industrial Customers are skillfully managed. This role ensures that delivering excellence in customer solutions and service are maximizing potential growth opportunities for new customer extensions and providing effective customer analytical support to senior LUMA Operations executive. We have flexibility on the office location for this position. Throughout the recruitment process, the team will work with you to determine your office location.

#### **JOB DESCRIPTION:**

- Establish collaborative and proactive relationships with customers to encourage proactive communication to ensure LUMA is able to anticipate Customer Experience requirements in advance of need
- Establish effective communication and customer engagement tools as an opportunity to reinforce LUMA's values, vision, goals and opportunities for enhanced customer relationships
- Establish inter-department customer communication and reports identifying the opportunities, risks and strategies around the management of customer accounts
- Using effective leadership, coaching and mentoring skills, lead and supervise multiple project teams under time constraints driven by customer requirements
- Direct the development of short- and long-term operating and financial objectives for the group
- Assist and provide input regarding the preparation of business plans, budget, general tariff applications, work and resource plans for the area
- Monitors the development of a high-performance workforce through measurable objectives and assessment of performance against the objectives
- Ensures effective training and development plans are created and implemented for employee's Intermediate computer skills and familiarity with Microsoft Office
- Excellent interpersonal skills demonstrated through effective verbal and written communication with the ability to manage conflict. Focus on relationship management is required and effective negotiation skills is considered an asset
- Exceptional analytical, decision-making, problem-solving and time management skills
- Performs other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

#### **REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 6+ Years
- Experience leading and supervising a team with strong ability to motivate, coach, and develop high performance teams
- Experience in Project Management and Project Management methodologies
- Customer Service experience at the account management or leadership level
- Experience working in a

work environment with a strong health and safety focus following health and safety guides and policies considered an asset Preferred - Experience in operational management type roles

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Employee, Labor Relations

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Acts as a trusted advisor to all levels of management to resolve routine to complex employee/labor relations issues .

**JOB DESCRIPTION:**

- Establish and nurture relationships with executives, managers, employees and labor unions - Deliver consistent high-quality decisions and counsel to managers and employees. Identify and analyze employee relations matters and recommend appropriate employment action to maintain a productive work environment, achieve optimal performance, and minimize risk to the Company - Counsel employees on conduct issues to include disputes with co-workers, supervisors, subordinates or management; illness and/or disability; and performance challenges. Facilitate dispute resolution - Administer and interpret various labor agreements; administer grievance procedures; provide labor relations support during contract negotiations; act as a liaison between managers and union representatives - Administer the Company's progressive discipline program through coaching and counseling managers and employees on performance management, assisting with developing performance improvement plans, and ensuring employee improvement through continuing communication and follow-thru - Engage in the interactive dialogue process with employees and management to review requests for accommodation for leave, disability, and Workers' Compensation issues. May be involved with sensitive and more complex disability and leave issues and/or Workers' Compensation claims - Receive and respond to complaints; conduct investigations with minimal supervision; recommend and resolve problems. Monitor unemployment claims. Participate in the EEO/Wage and Hour regulatory complaints; may represent the Company at investigative conferences, depositions, unemployment hearings, and meetings - Prepare presentations and policies consistent with company standards and practices - Conduct presentations as needed to management and employees on employee relations topics. Support training programs for various levels within the organization on policies, sexual harassment, legal issues, and performance management - Knowledge of the principles and practices of human resources management and supervision in a union environment. - Extensive knowledge of applicable state and federal employment and labor laws and governmental compliance requirements - Perform other duties and special projects as required - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**SUPERVISORY RESPONSIBILITIES:** - Supervise up to 3 employees.

**REQUIREMENTS**

Education

- Bachelor's degree in related field (HR, Business, Communications) preferred

Experience

- Minimum 5 years of Senior HR Generalist and or employee relations experience with experience in consulting on moderate to complex level ER issues. - 11+ Years

#### License/Certifications

Preferred Certifications: - Certified Employee Benefit Specialist (CEBS) - SHRM-DP or SHRM-SCP or ASPPA  
- The Retirement Plan Fundamentals (RPF) Certificate Or completion of similar benefits related courses

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: N/A

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: N/A - Hearing: N/A

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Supervisor, Aviation Maintenance, DOM  
**DEPARTMENT:** T&D Operations  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The DOM has the overall responsibility for airworthiness and maintenance of all the aircraft in accordance with applicable CFR's. He is also held responsible to the FAA for full compliance with all applicable CFRs and this FAA-accepted GMM. While the DOM has a responsibility to manage the Maintenance Department as efficiently and economically as practical, the primary responsibility is the safety and regulatory compliance of aircraft and maintenance personnel.

**JOB DESCRIPTION:**

- Establish and maintain policies and procedures to be followed by all maintenance personnel - Assure the necessary personnel, tools, and equipment are available for all required aircraft maintenance - Establish and enforce maintenance safety and security policies consistent with industry standards and regulations. Participate in the Safety Management Systems program - Meet daily with the Production Supervisor to coordinate maintenance functions - Coordinate with the Operations Department to provide current aircraft status and forecast down time - Act as the company FAA representative regarding all areas of aircraft maintenance - Coordinate with HR department in all issues pertaining to Maintenance personnel, such as, but not limited to evaluations, morale, disciplinary actions, compensation, and commendations - Oversee and foster the aircraft refurbishment program - Strong computer skills with Microsoft Office programs - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

- Highschool Diploma or GED

Experience

- High school graduate. - Minimum five years of experience in aircraft maintenance, one year of which must have been in a supervisory capacity. - Thorough working knowledge of the applicable Code of Federal Regulations CFRs. Exam Requirements (passed the following exam required for the class of aircraft being maintained): - a. Knowledge Assessment - b. Passed a medical examination

License/Certifications

- Current FAA Mechanic Certificate with both Airframe and Power Plant ratings. An Inspection Authorization is a plus, but not required for this position.

Travel Requirements

20%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: Over 51 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Frequently - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Manager, Streetlights Program Dist Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Distribution Engineering, this position is responsible for compiling, coordinating, managing and compliance of the Streetlights Program. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Ensuring all processes associated with the effectiveness of Streetlights program are vigorously followed
- Developing the Streetlights metrics and benchmarks to track progress, timely execution
- Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program
- Conducts labor usage analysis to highlight areas for potential efficiency gains
- Manages the yearly Streetlights program; forecasting, tracking, reporting and ensuring program is completed as planned
- Participates in financial planning through forecasting, budget and variance analysis
- Creates and Compiles the Streetlights Programs for the 1-year, 3-years and the 5-year plans, for distribution lines
- Supports regulatory compliance processes, ensuring that the Streetlights program is compliant with the company standards and regulatory requirements
- Proven leadership skills & ability to nurture/coach professionals & field employees.
- Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Proven ability to manage and resolve conflict
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education: - Bachelor of Science Degree in Engineering

**Experience**

Required Experience: - Minimum five (5) years of experience in a Utility Environment

- Proven experience applying sound judgment to make decisions

Preferred Experience: - Previous experience working in Distribution

**License/Certifications**

Preferred: - Professional Engineer or Professional Licensee designation.

**Travel Requirements**

- Travels: Yes

- Percent of time: 30%

- Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Supervisor, Substation Maintenance Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, T&S Engineering, this position is responsible for compiling, coordinating, managing and compliance of the Substation Maintenance Programs (SMP). The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Ensuring all processes associated with the effectiveness of SMP are vigorously followed - Developing the SMP metrics and benchmarks to track progress, timely execution - Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program. - Conducts labor usage analysis to highlight areas for potential efficiency gains. - Manages the yearly SMP; forecasting, tracking, reporting and ensuring program is completed as planned - Participates in financial planning through forecasting, budget and variance analysis - Creates and Compiles the SMP for the 1-year, 3-years and the 5-year plans, for substations - Supports regulatory compliance processes, ensuring that the TMP is compliant with the company standards and regulatory requirements - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering

Experience

- Minimum five (5) years of experience in a Utility Environment - Proven leadership skills & ability to nurture/coach professionals & field employees. - Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Bachelor of Science Degree in Engineering - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills

License/Certifications

- Professional Engineering License. - Driver's License.

Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Maintenance Planner, Dist Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

Reporting to the Maintenance Program Manager, Distribution Engineering, this position is responsible for compiling, coordinating and managing the Distribution Maintenance Plans. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

#### **JOB DESCRIPTION:**

- Ensuring all processes associated with the effectiveness of Distribution Maintenance Program are vigorously followed.
- Manages the yearly Distribution Maintenance Plans; forecasting, tracking, reporting and ensuring plans are completed as planned.
- Assists in the creation and compilation of the Distribution Maintenance Programs for the 1-year, 3-years and the 5-year plans, for transmission lines.
- Works with the field organization to complete the annual Distribution Maintenance Plans in a timely manner and in compliance with company standards and regulatory requirements.
- Proven ability to manage and resolve conflict.
- Strong interpersonal and relationship development skills.
- Strong verbal and written communication skills.
- Proven leadership skills & ability to nurture/coach professionals & field employees.
- Knowledge of utility maintenance, associated Electrical & Utility regulations.
- Knowledge in the utility & regulated environment.
- Knowledge of our Operations groups & the challenges they face day to day.
- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

#### **REQUIREMENTS**

##### **Education**

Preferred Education: - Bachelor of Science Degree in Engineering.

##### **Experience**

Required Experience: - Minimum three (3) years of experience in a Utility Environment. - Proven experience applying sound judgment to make decisions. Preferred Experience: - Previous experience working in Distribution.

##### **License/Certifications**

Preferred: - Professional Engineer or Professional Licensee designation.

##### **Travel Requirements**

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

##### **Physical Demands**

- Stationary Position -Frequently. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom.
- Grab - Seldom. - Bend - Seldom. - Lift/carry over - 31-50 LBS. - Vision - Vision acuity to operate vehicle.
- Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - Seldom. - Working near or on heavy machinery - Seldom. - Working in high places - Seldom. - Exposed to fumes or airborne particles - Seldom. - Exposed to toxic or caustic chemicals - Seldom. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - Seldom. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- Seldom.

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**JOB TITLE:** Manager, Reliability

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Director, Asset Management, this position is responsible for the leadership and development of the Reliability team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Ensures the management of timely investigations and reporting of outages/equipment failures, system deficiencies identification and development of remedial action recommendations - Ensures the planning, development, and implementation of performance monitoring and maintenance management database and reporting systems - Approves system performance targets and trends analysis processes - Approves process improvements, changes to standards, or recommendations to the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Reliability Engineering work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Reliability Groups - Supervises the Supervising Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Supervising Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Managers in the field and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven leadership skills & ability to nurture/coach professionals & field employees. - Strong technical knowledge in power flow, line design, associated Electrical & Utility codes, constructability, and equipment applications. - Strong business knowledge in the utility & regulated environment. Working knowledge of our Operations groups & the challenges they face day to day. - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree Engineering - Preferred: - Bachelor of Science Degree in Electrical Engineering -

**Experience**

- Minimum ten (10) years of experience in a Utility Environment - Preferred: - Previous experience working in Utility (Transmission or Distribution) Engineering -

#### License/Certifications

- Professional Engineer or Professional Licensee designation.

#### Travel Requirements

Travels:Yes Percent of time:30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts-Seldom - Working near or on heavy machinery -Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Fleet Mgmt Information Systems

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the supervision and coordination of the fleet personnel to support the day to day operational needs for vehicles, equipment, and tools , for all operations across LUMA. Ensures that all fleet personnel maintain complete and precise adherence to all LUMA, federal, and local regulations, policies, and guidelines. Responsible for promoting and ensuring a clean, healthy, and safe working environment for all personnel. Creates an environment that not only promotes, but achieves a safe working environment, where we consistently provide affordable and reliable service.

**JOB DESCRIPTION:**

- Ensures the accuracy, integrity, and reporting of fleet operations metrics and data within fleet management information systems and applications. - Responsible for the development and implementation of plans to achieve on-time and metric performance to include ensuring Operational demands for equipment are met, preventative maintenance needs are met, vehicle safety concerns are addressed. All at a minimal costs to Operations. Responsible for supporting the management and forecasting of the area budget. - Develops and reviews department metrics, scorecards, and standards to evaluate and maximize fleet utilization. - Interacts with federal, state, and local regulators and agencies as needed to ensure compliance with Fleet Maintenance information and records. Partners with directors, other managers, and supervisors to sustain and maximize client services. Resolves escalated personnel issues and conflicts - Maintains complete and accurate records of fleet maintenance, inspections, registrations, audits, job assignments, and other specific equipment related information. - Responsible for the training of staff across the organization on data entry into the FMIS. - Provides training and feedback to Fleet Managers, Supervisors, & Drivers regarding performance, quality, standards, expectations, and client services. - Promotes and fosters company safety, wellness, and accident prevention programs. Ensures a safe working environment for all employees, visitors and contractors to minimize and/or eliminate personnel injuries and vehicle incidents. - Produce and deliver verbal and written presentations regarding fleet operations data for management. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned. Required: - Excellent business acumen and understanding and demonstrated performance in Fleet Management Operations. - Prior experience managing fleet data programs and data entry teams. - Excellent communications skills, highly motivated and customer service focused. - Excellent Computer Skills (all Microsoft office applications) - Ability to improve program efficiency, foster accountability, and take initiative Desired: - Knowledge of Fleet Management Operations and responsibilities. - Ability to understand, prioritize, and coordinate work on a large and diverse fleet. - Leadership, organizational, and process improvement skills.

**REQUIREMENTS**

Education

- Bachelor's Degree in Business Administration or related field is preferred. And/Or: - High School diploma/GED and 5-10 years of management experience.

#### Experience

- Prior automotive and truck maintenance and repair experience desired. - Prior experience within utility and construction industries desired. - Prior management and/or supervisory experience desired. Experience with team building, motivation, change management, safety management, and project management. Experience with performance planning and appraisal, behavior modification, and client focus. - Experience with budget planning and management, and business planning. - Experience with exempt, non-exempt, and union environment leadership.

#### License/Certifications

- Valid drivers license - Clean driving record

#### Travel Requirements

50%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: NA - Other:

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**JOB TITLE:** Auditor, Asset Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the Supervising Engineer, Governance and Quality, the Auditor will be responsible to review, analyze and report on LUMA's internal controls, processes and policies and ensure adherence to regulatory criteria, top management's recommendations and industry practices. Exercises the role focuses on operating, regulatory/compliance, information technology or financial procedures.

**JOB DESCRIPTION:**

- Ensures compliance with LUMA's established internal control procedures by examining records, reports, operating practices, and documentation
- Verifies assets and liabilities by comparing items to documentation
- Conduct interviews of management and other personnel and process walk-throughs' to better understand management's internal control activities, procedures, policies, and concerns surrounding internal control in general
- Completes audit work papers by documenting audit tests and findings
- Appraise adequacy of internal control systems by completing audit questionnaires. Maintains internal control systems by updating audit programs and questionnaires, recommending new policies and procedures
- Communicates audit findings by preparing a final report and discussing findings with auditees. The report identifies risks in the area being audited and the controls in place to address those risks, the audit, review of the adequacy of those controls, and information pertaining to the detailed audit control testing completed, identifies areas of weaknesses or inefficiencies observed, and provides recommendations for improvements
- Comply with federal, state, and local legal requirements by maintaining knowledge on existing and new legislation, enforcing adherence to requirements, and providing recommendations to management on required actions
- Prepares and/or assists in carrying out special projects or investigations as required by the Senior Auditor, General Audit, Board of Directors, Audit Committee or Management
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks and participating in professional societies. Strong knowledge of the Institute of Internal Auditors' "International Standards for the Professional Practice of Internal Auditing", Risk's Management Principles and Methodologies, and other practices standards is required
- Provide assistance to the external auditors as coordinated between the Senior Auditor and the external auditors
- Analytical and investigative skills
- Proficient in MS Office programs such as, Words, Excel, Power Point, Outlook and other operative/accounting programs
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in Business Administration with a major in Accounting, Finance. Preferred Education and Experience - Master's in Business Administration with major in Accounting or Finance with a minimum of 2 years of audit experience in public practice and/or industry is preferred

#### Experience

Minimum 4 years of audit experiences in public practice and/or industry

#### License/Certifications

- Valid Driver's license Preferred Licenses/Certifications - Certified Internal Auditor (CIA) and/or Certified information Systems Auditor (CISA)

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - N/A

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Sr Auditor Asset Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the Supervising Engineer, Governance and Quality, the Auditor will be responsible to review, analyze and report on LUMA's internal controls, processes and policies and ensure adherence to regulatory criteria, top management's recommendations and industry practices. Exercises the role focuses on operating, regulatory/compliance, information technology or financial procedures.

**JOB DESCRIPTION:**

- Ensures compliance with LUMA's established internal control procedures by examining records, reports, operating practices, and documentation
- Verifies assets and liabilities by comparing items to documentation
- Conduct interviews of management and other personnel and process walk-throughs' to better understand management's internal control activities, procedures, policies, and concerns surrounding internal control in general
- Completes audit work papers by documenting audit tests and findings
- Appraise adequacy of internal control systems by completing audit questionnaires. Maintains internal control systems by updating audit programs and questionnaires, recommending new policies and procedures
- Communicates audit findings by preparing a final report and discussing findings with auditees. The report identifies risks in the area being audited and the controls in place to address those risks, the audit, review of the adequacy of those controls, and information pertaining to the detailed audit control testing completed, identifies areas of weaknesses or inefficiencies observed, and provides recommendations for improvements
- Comply with federal, state, and local legal requirements by maintaining knowledge on existing and new legislation, enforcing adherence to requirements, and providing recommendations to management on required actions
- Prepares and/or assists in carrying out special projects or investigations as required by the Senior Auditor, General Audit, Board of Directors, Audit Committee or Management
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks and participating in professional societies. Strong knowledge of the Institute of Internal Auditors' "International Standards for the Professional Practice of Internal Auditing", Risk's Management Principles and Methodologies, and other practices standards is required
- Provide assistance to the external auditors as coordinated between the Senior Auditor and the external auditors
- Analytical and investigative skills
- Proficient in MS Office programs such as, Words, Excel, Power Point, Outlook and other operative/accounting programs
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in Business Administration with a major in Accounting, Finance. Preferred Education and Experience - Master's in Business Administration with major in Accounting or Finance with a minimum of 2 years of audit experience in public practice and/or industry is preferred

#### Experience

Minimum 4 years of audit experiences in public practice and/or industry

#### License/Certifications

- Valid Driver's license Preferred Licenses/Certifications - Certified Internal Auditor (CIA) and/or Certified information Systems Auditor (CISA)

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - N/A

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Auditor

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction and leadership of the Senior Auditor, the Auditor will be responsible to review, analyze and report on LUMA's internal controls, processes and policies and ensure adherence to regulatory criteria, top management's recommendations and industry practices. Exercises the role focuses on operating, regulatory/compliance, information technology or financial procedures.

**JOB DESCRIPTION:**

- Ensures compliance with LUMA's established internal control procedures by examining records, reports, operating practices, and documentation
- Verifies assets and liabilities by comparing items to documentation
- Conduct interviews of management and other personnel and process walk-throughs to better understand management's internal control activities, procedures, policies, and concerns surrounding internal control in general
- Completes audit work papers by documenting audit tests and findings
- Appraise adequacy of internal control systems by completing audit questionnaires. Maintains internal control systems by updating audit programs and questionnaires, recommending new policies and procedures
- Communicates audit findings by preparing a final report and discussing findings with auditees. The report identifies risks in the area being audited and the controls in place to address those risks, the audit, review of the adequacy of those controls, and information pertaining to the detailed audit control testing completed, identifies areas of weaknesses or inefficiencies observed, and provides recommendations for improvements
- Comply with federal, state, and local legal requirements by maintaining knowledge on existing and new legislation, enforcing adherence to requirements, and providing recommendations to management on required actions
- Prepares and/or assist Senior Auditor in carrying out special projects or investigations as required by the Senior Auditor, General Audit, Board of Directors, Audit Committee or Management
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks and participating in professional societies. Strong knowledge of the Institute of Internal Auditors' "International Standards for the Professional Practice of Internal Auditing", Risk's Management Principles and Methodologies, and other practices standards is required
- Provide assistance to the external auditors as coordinated between the Senior Auditor and the external auditors
- Analytical and investigative skills
- Proficient in MS Office programs such as, Words, Excel, Power Point, Outlook and other operative/accounting programs
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required - Bachelor's Degree in Business Administration with a major in Accounting, Finance or related field with a minimum 2 years of audit experiences in public practice and/or industry Preferred - Certified

Public Accountant (CPA) or Certified Internal Auditor (CIA) with a minimum of 1 years of audit experience in public practice and/or industry is preferred

#### Experience

#### License/Certifications

- Certified Public Accountant, Certified Internal Auditor (CIA)and/or Certified Information Systems Auditor (CISA) - Valid Driver's license

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: N/A

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - N/A

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB )- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** DTOP DOT and Regulatory Compliance Manager, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Accountable for the development and implementation of a company-wide DOT-Department of Transportation & Regulatory compliance program. This position will have direct management of the DOT & Regulatory Compliance Department. In addition, the candidate will also be responsible for all facets of DOT & other Regulatory compliance including auditing of and compliance with all DOT Standards and ANSI-American National Standards Institute Regulatory Compliance Standards across all lines of business. This candidate will represent the company at industry organizations/functions and will be responsible for the interpretation of regulatory changes at the Puerto Rico and Federal levels.

**JOB DESCRIPTION:**

- Ensures Company compliance with all DOT regulation pertaining to fleet operations and compliance with all ANSI and other regulatory compliance pertaining to fleet operations - Builds DOT programs and ensures all documentation is in place for audits. Ensure appropriate procedures are in place to aid in the efficient application of tasks necessary to ensure regulatory compliance for all work groups and facilities. Identifies and develops and implements processes and functions to ensure that LUMA is in compliant with DOT regulations - Partners with IT to implement and utilize an electronic record keeping system and other technology solutions - Serves as company representative for industry organizations to stay current with changing legislation and industry activities - Builds relationships with other functional leaders to ensure strategic alignment and to address cross-functional problems - Sets team objectives and develops and implements the strategies to achieve these objectives. Develops systems and processes for process improvement. Conducts internal audits of facilities and prepare recommendations to improve compliance effectiveness and reduce operating risk - Strong leadership skills with the ability to work well with all levels of employees and lead cross-functional teams - Strong interpersonal and relationship management skills with the ability to effectively interface with representatives of regulatory bodies - Strong written and verbal communication skills including the ability to present information, concepts or issues to Senior Leadership - Ability to identify problems, provide alternative solutions and resolution including successfully navigating implementation barriers - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in business administration or related field is preferred, or substituted with High School diploma/GED and 5-10 years of management experience.

Experience

- 5+ years regulatory compliance experience in the fleet industry - Experience implementing an electronic DOT compliance management system - Experience with ANSI Regulations, DOT related HR systems such as drug testing, qualifications files and medical/driving records Desired: - Experience starting up a DOT compliance organization - Advanced knowledge of DOT requirements: a. Motor Carrier Safety Regulations: 49 CFR Part 40, 300 - 399, 565, 571 b. Hazardous Materials Regulations: 49 CFR Parts 100-185 c. OSHA General 29 CFR 1926, 1903, and 1904 - Advanced Knowledge of ANSI Regulations: 29 CFR 192.

#### License/Certifications

- Valid drivers license - Clean driving record

#### Travel Requirements

30%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: Seldom  
- Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other: N/A

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**JOB TITLE:** IT Ops Support Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The IT Operations Support Analyst will have responsibility for managing and monitoring LUMA systems, providing active support to all internal users during their day-to-day use of technology, participating in corporate IT Projects and implementations in different roles as well as ensuring requests, incidents and problems are handled accordingly with the established ITIL processes.

**JOB DESCRIPTION:**

- Ensure the Incident Management process is followed to restore normal service operation as quickly as possible and minimize the adverse impact on LUMA business operations
- Monitors the effectiveness of the Information Technology Service Management (ITSM) Tool and makes recommendations
- Ensures effective communication to LUMA stakeholders
- Act as a point of escalation for the business, take ownership and ensure issues are resolved
- Respond to inquiries from application owners, project managers, shared services inquiries
- Review and approve non-standard IT Service Requests received across LUMA
- Manage non-standard IT assets
- Review and reconcile disabled User Id's
- Collaborate with the team and the Service Desk to provide Level II troubleshooting in support of technical solutions
- Work closely with application support personnel on projects and issue resolution
- Provide detailed documentation and procedures for all solutions
- Oversee the Problem Management process to maintain information about known errors, workarounds and document Root Cause Analysis (RCA) and propose permanent resolution for problems
- Develop and maintain IT liaison relationship with functional departments and key users and vendors
- Coordinates with Suppliers of hardware/software and services to obtain quotes, ordering parts and repairs
- Strong verbal and written communication skills, business/financial acumen, logical thinking and problem-solving skills.
- Solid data analysis capabilities for reconciling volumetric data for LUMA
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

**REQUIREMENTS**

**Education**

Required: - High-school diploma Preferred: - Post-secondary diploma in Information Systems, Computer Science, Information Technology or a related discipline or equivalent experience

**Experience**

Required: - 1 to 3 years of related experience

**License/Certifications**

Preferred: - ITIL certification

**Travel Requirements**

Travels:Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - Seldom - Bend - N/A - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: N/A

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**JOB TITLE:** Lead, Transactions Counsel

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

LUMA Director of Transactions will manage the drafting and negotiating of various commercial contracts, including master service agreements and other vendor contracts, guarantees and letters of credit, procurement contracts, non-disclosure and confidentiality agreements, and software license agreements. The Director of Transactions will report to the General Counsel.

**JOB DESCRIPTION:**

- Ensure the Company's transactions comply with commercial laws and regulations. - Support the Company in evaluating new business partnerships with vendors and subcontractors. - Prepare, review, and negotiate company contracts, requests for proposals and other legal documents. - Advise the business on different commercial legal risk factors regarding business decisions and operations. - Provide clarification on legal language or specifications to other departments. - Interface with LUMA personnel in other departments and external third parties to gather information pertaining to highly complex legal, technical, and/or sensitive issues. - Contribute to cross-functional or departmental projects and teams. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree from an accredited university - Juris Doctor from an accredited university

Experience

Required - Admitted to the practice of law in the Commonwealth of Puerto Rico - 7+ years of experience in transactional work, with law firm or in-house corporate legal department - Fully Bilingual (English/Spanish) Preferred - Experience working hands-on independently and in a team - Subject Matter Expertise/Familiarity: - In depth knowledge of Puerto Rico civil and commercial laws

License/Certifications

Travel Requirements

- Yes, 10% of the time - Overnight: Yes

Physical Demands

- Fixed position: constantly - Push / Pull / Extend to reach something: Frequently - Climb: Rarely - Kneel: Frequently - Grab: Frequently - Back bending: Rarely - Lift / Carry Weight: 31-50 LBS - Sight: Visual acuity sufficient to operate a vehicle - Hearing: Being able to hear and understand detailed information if someone speaks to you

Working Conditions

- Wet or humid environment: Rarely - Work near or on moving mechanical parts: N / A - Work near or on top of heavy machinery: N / A - Work in elevated places: N / A - Exposure to airborne vapors or particles: N / A - Exposure to toxic or caustic chemicals: N / A - Working outdoors during bad weather: Rarely - Working with electricity: N / A - Work with explosives: N / A - Work on or near a radiation source: N / A - High noise conditions (more than 87 dB): N / A Other environmental factors, including bad weather:

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**JOB TITLE:** Inspector, Dist Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Distribution Engineering, this position is responsible for inspection activities associated with customer interconnections to the electric T&D system. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Ensure new connections to the T&D system comply with laws, regulations, codes and LUMA standards. Interconnections include but are not limited to new or upgraded customers and distributed generation.
- Execute projects within scope, schedule and cost.
- Coordination of inspection activities as a member of a multi-disciplinary projects team.
- Lead and support contractor projects.
- Provide support with the disciplines for construction issues to ensure timely and accurate response.
- Follow, develop and improve engineering and inspection processes and standards.
- Various reporting to the Distribution management, Project Manager and project team.
- Assist the Supervisor, Distribution Engineering in managing engineering contractors.
- Provide technical support to field organizations.
- Technical knowledge in designs associated Electrical & Utility codes, constructability, and equipment applications.
- Knowledge of interconnection laws, regulations and codes.
- Business knowledge in the utility & regulated environment.
- Working knowledge of our Operations groups & the challenges they face day to day.
- Proven experience applying sound judgment to make decisions.
- Strong interpersonal and relationship development skills.
- Strong verbal and written communication skills.
- Ability to effectively interact with internal and external customers.
- Excellent team player and ability to prioritize assignments to meet commitments.
- Problem-solving skills with proven ability to deal with issues in a timely fashion.
- Ability to arrive at pragmatic solutions to technical issues that represent the best solution from the perspectives of cost, schedule and scope.
- Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget.
- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Preferred Education - Bachelor of Science Degree in Engineering

**Experience**

Required Experience: - Minimum five (5) years of experience in a Utility Environment. Preferred Experience: - Previous experience working in Distribution.

**License/Certifications**

Preferred: - Professional Engineer or Professional Licensee designation

**Travel Requirements**

- Travels: Yes. - Percent of time: 60%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Frequently. - Pushing/Pulling/Reaching - Frequently. - Climb - Frequently. - Kneel - Frequently. - Grab - Frequently. - Bend - Frequently. - Lift/carry over - 31- 50 LBS. - Vision - Vision acuity to operate vehicle. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Frequently. - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom

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**JOB TITLE:** VP, Procurement and Contracts

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the General Counsel, the Lead Contracts Counsel will manage the overall contracting matters of LUMA, including drafting, review, interpretation, and advice on contracts negotiation. The role is expected to work closely with all LUMA Departments that require support on Contracts.

**JOB DESCRIPTION:**

- Ensure Company's contracts comply with applicable laws and regulations. - Broad experience in contract negotiations for T&D assets purchases, service arrangements, goods and services, including drafting and dispute resolution. - Advise internal client organizations, including senior-level managers and C Level executives, regarding compliance with applicable federal, Commonwealth, and local statutes, regulations, and policies on contract matters. - Interface with LUMA personnel in other departments and external third parties to gather information about highly complex legal, technical, and sensitive issues. - Contribute to cross-functional or departmental projects and teams. - Partner with diverse internal stakeholders to prepare and negotiate contracting documents. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: - Bachelor's Degree from an accredited university - Juris Doctor from an accredited university - Fully Bilingual (English/Spanish)

Experience

Required: - Admitted to the practice of law in the Commonwealth of Puerto Rico - 7+ years of experience in contracts matters, with a law firm or in-house corporate legal department Preferred: - Subject Matter Expertise/Familiarity - knowledge of Puerto Rico civil and commercial laws

License/Certifications

Travel Requirements

- Yes, 20% of time - Overnight: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Frequently - Bend - Frequently - Lift/carry over - 5-10 LBS - Vision - N/A - Hearing - N/A

Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work

with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** Supervisor, Dist Maintenance Mgmt  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Distribution Maintenance Management is responsible for compiling, coordinating, managing and compliance of the Distribution Maintenance Program (DMP). The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Ensure all processes associated with the effectiveness of DMP program are vigorously followed - Develop the DMP metrics and benchmarks to track progress, timely execution - Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program - Conduct labor usage analysis to highlight areas for potential efficiency gains
- Manage the yearly DMP which includes forecasting, tracking, reporting and ensuring program is completed as planned - Participate in financial planning through forecasting, budget and variance analysis
- Create and Compile the Distribution Maintenance Programs for the one-year, three-years and the five-year plans, for distribution lines - Support regulatory compliance processes, ensuring that the DMP is compliant with the company standards and regulatory requirements - Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Strong interpersonal and relationship development skills with the ability to manage and resolve conflict - Strong verbal and written communication skills - Follows all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering

**Experience**

Required Experience - Minimum five (5) years of experience in a Utility Environment applying sound judgment in decision-making - Required experience in Microsoft Office Preferred Experience - Previous experience working in Distribution

**License/Certifications**

Required Certifications - Valid driver's license Preferred License - Professional Engineer or Professional Licensee designation

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Transmission Sr Shift Engineer

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Senior Shift Engineer provides on-shift support to Transmission and Distribution System Operators in planning, directing, coordinating and supervising complex real-time operation activities that directly affect operations of generation, transmission and distribution system. Ensures that operations during the shift are carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures in real-time operation. The Senior Shift Engineer will train, coach and mentor other junior staff such as Shift Engineer, be responsible for their overall technical performance and be accountable for their professional development. All work schedules are available and established for eight (8) hours rotating shifts: mornings, evenings, and nights.

**JOB DESCRIPTION:**

- During a given shift, provide real-time support to Transmission and Distribution (T&D) System Operators in planning, directing, coordinating, and supervising of technical, administrative and operational activities of Generation, Transmission and Distribution systems - Work with other teams in System Operation to plans and coordinates all planned T&D switching activities - Support T&D System Operators with executing planned outages in real-time by conducting and analyzing studies before switching activities to ensure system reliability - Provide support to other teams in Engineering and System Operation in post-event analysis - Assist in the coordination of studies and analyzes aimed at improvement, reliability, stability and optimization of Generation, Transmission and Distribution systems - Assists in the implementation of contingency plans to respond to emergencies that may affect system safety and reliability - Supervises and analyzes operations logs, real-time, historical data, measurement instruments or indicators to detect any failures and irregularities for improvement and determination of efficiency and productivity levels of the generating plants and T&D electrical system - Supervises the control and resolution of emergency problems during the shift for the stability of the electrical system - Verifies compliance with environmental provisions for air and clean water, and engineering safety standards - Ensure that operations are conducted by following policies, regulations, strategic action plans, agreements and business activities established by the Authority - Produces reports and work requests for any deficiencies identified during the shift for the maintenance, repair and environmental compliance programs - Assists other teams within System Operation in the development of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity - Direct, guides, evaluates, trains, identifies competencies and develops the human resources allocated according to operational and service needs - Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly - Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Provide technical and professional mentorship and coaching to other junior staff (Shift Engineer) - Follows all policies and

procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in Electrical Engineering from an accredited university or college

### **Experience**

- Seven years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - 6+ Years

### **License/Certifications**

- Driver's License. Preferred: - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Be a member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Transmission Shift Engineer

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Shift Engineer provides on-shift support to Transmission and Distribution System Operators in planning and coordinating complex real-time operation activities that directly affect operations of generation, transmission and distribution system. Ensures that operations during the shift are carried out in accordance with environmental law, safety regulation, engineering standards and operational procedures in real-time operation. Shift Engineer is a junior position that will work closely with and be trained, coached and mentored by a Senior Shift Engineer. All work schedules are available and established for eight (8) hours rotating shifts: mornings, evenings, and nights.

**JOB DESCRIPTION:**

- During a given shift, provide real-time support to Transmission and Distribution (T&D) System Operators in planning and coordinating the technical, administrative and operational activities of Generation, Transmission and Distribution systems - Work with other teams in System Operation to plans and coordinates all planned T&D switching activities - Support T&D System Operators with executing planned outages in real-time by conducting and analyzing studies before switching activities to ensure system reliability - Provide support to other teams in Engineering and System Operation in post-event analysis - Assist in the coordination of studies and analyzes aimed at improvement, reliability, stability and optimization of Generation, Transmission and Distribution systems - Assists in the implementation of contingency plans in order to respond to emergencies that may affect system safety and reliability - Assist with analyzing operations logs, real-time, historical data, measurement instruments or indicators to detect any failures and irregularities for improvement and determination of efficiency and productivity levels of the generating plants and T&D electrical system - Assist with the control and resolution of emergency problems during the shift for the stability of the electrical system - Verifies compliance with environmental provisions for air and clean water, and engineering safety standards - Ensures that operations are conducted in accordance with policies, regulations, strategic action plans, agreements and business activities established by the Authority - Produces reports and work requests for any deficiencies identified during the shift for the maintenance, repair and environmental compliance programs - Assists other teams within System Operation in the development of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity - Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly. - Assist in monitoring and analyzing of System Operation Key Performance Indicators (KPIs) - Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in Electrical Engineering from an accredited university or college.

### **Experience**

- Four years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - +3 Years

### **License/Certifications**

- Driver's License. Preferred: - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Be a member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Litigation Counsel

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

LUMA Counsel will assist LUMA Senior Counsel and LUMA Director of Litigation in managing litigation matters, including discovery and working with outside counsel. This position reports to LUMA Senior Counsel.

**JOB DESCRIPTION:**

- Draft and review pleadings and motions for the Company before Commonwealth and federal agencies regulating the energy transmission and distribution industry in Puerto Rico, including - state courts such as the Superior Court, Appellate Court and Supreme Court - federal courts such as the Puerto Rico Bankruptcy Court and the Federal District Court of Puerto Rico - administrative forums such as OSHA, Puerto Rico OSHA (PROSHA), Puerto Rico Energy Bureau (PREB), Puerto Rico Department of Transportation, among others. - Assist with the preparation of discovery and responses to discovery, including gathering of relevant information and documents. - Conduct legal research related to Company's litigation claims. - Draft and manage legal holds and demand letters. - Works with key business partners, legal team members, outside counsel and others as necessary to gather facts and information, assess legal risks and provide advice to protect the Company. - Provides education and training to business partners to ensure awareness and to help manage legal risks. - Provide legal support as needed. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's Degree from an accredited university - Juris Doctor from an accredited university

**Experience**

Required - Admitted to the practice of law in the Commonwealth of Puerto Rico - 3+ years of experience in litigation, with law firm, in-house corporate legal department, or government agency - Fully Bilingual (English/Spanish) Preferred - Knowledge of Puerto Rico energy laws and regulations - Experience working hands-on independently and in a team - Experience litigating utility and energy-related matters

**License/Certifications**

**Travel Requirements**

- Yes, 10% of time - Overnight: Yes

**Physical Demands**

- Fixed position: constantly - Push / Pull / Extend to reach something: Frequently - Climb: Rarely - Kneel: Frequently - Grab: Frequently - Back bending: Rarely - Lift / Carry Weight: 31-50 LBS - Sight: Visual acuity

sufficient to operate a vehicle - Hearing: Being able to hear and understand detailed information if someone speaks to you -

#### Working Conditions

- Wet or humid environment: Rarely - Work near or on moving mechanical parts: N / A - Work near or on top of heavy machinery: N / A - Work in elevated places: N / A - Exposure to airborne vapors or particles: N / A - Exposure to toxic or caustic chemicals: N / A - Working outdoors during bad weather: Rarely - Working with electricity: N / A - Work with explosives: N / A - Work on or near a radiation source: N / A - High noise conditions (more than 87 dB): N / A - Other environmental factors, including bad weather:

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**JOB TITLE:** Director, Human Resources Ops

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director of HRIS & HR Analytics is responsible for the overall management, direction and strategy for HR Systems, HR Metrics & Reporting, and HR Compliance and governance.

**JOB DESCRIPTION:**

- Develops organization strategies by identifying and researching human resources issues, contributing information, analysis and recommendations to organization strategic thinking and direction; establishes human resources objectives in line with organizational objectives - Implements human resources strategies regarding compliance at all levels of the organization. Complies with federal, state, and local legal requirements by studying existing and new legislation. Advises management on needed actions - Manages and executes all government required reporting, including ACA, EEO and ESG - Responsible for the management and maintenance of all HR systems - This position would also be responsible for any future HRIS systems implemented - Creates and develops Organizational HR Information and Data strategy and function for the organization - Follow all policies and procedures - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor's degree required in: - Human Resources Management - Business or related field from a four-year college or university required. Preferred Education and Experience: - Master's degree in Human Resources Management - Business or related field from a four-year college or university

**Experience**

- Extensive business knowledge with comprehensive understanding of the organization and functional area are required. - 11+ Years

**License/Certifications**

Preferred: - Licenses/Certifications SPHR or SHRM Preferred Certificate: - SCP certification

**Travel Requirements**

Travels:Yes Percent of time:20% Overnight required: Yes

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Frequently - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

**Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Procurement Systems Analyst

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Procurement Systems Support, this position is responsible for technological customer support, maintenance, and optimization of Oracle (iProcurement), Asset Suite, spend intelligence, and vendor registration (pre-qualification) processes and tools as they relate procurement and contracting functionality (collectively the "Systems"). Procurement Systems Analysts will support Procurement & Contracting to ensure the appropriate Systems permissions and licenses are in place and perform key reporting to support the department. Procurement Systems Support is a key link between the department and IT operations and strategy, finance, human resources, as well as day-to-day users of the Systems.

**JOB DESCRIPTION:**

- Develops and maintains documentation of Systems workflows and procedures.
- Reviews, troubleshoots and resolves all assigned issues or requests for support and coordinates with IT, finance, as required.
- Works with and manages Systems vendors (Oracle, Asset Suite, PowerAdvocate), as required.
- Performs vendor registration and setup, including:
  - Customer Service vendor registration reporting to department and end users.
  - Call intake from Vendors interested in doing business.
  - Ensuring proper vendor pre-qualification documentation requirements are provided and uploaded in the System.
  - Escalates complex issues for additional support on resolution.
- Working with Strategic Sourcing and Operational Procurement, develop and perform reporting from the Systems to demonstrate the value of the department to the organization.
- Champions improvements to Systems to improve user experience and support efforts.
- Enforces Systems design and purpose within the standardization and governance model.
- Acts as a procurement technology "super-user" providing training and support to the department and end users with respect to requisition, receiving, etc.
- Assists or performs user training sessions as required or as requested by the operational departments.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.
- Competent and knowledgeable with programs and applications such as Word / Excel / PowerPoint / Visio / Google Docs / SharePoint.
- Ability to stay organized, have great attention to detail, be professional, articulate and patient.
- Should be able to implement new systems into the department.
- Able to work independently with little supervision, while also managing time effectively to meet deadlines.
- Strong team player with a can do attitude.
- Ability to work with diverse groups at various levels in an organization.
- Fluent in Spanish (being able to read, speak, and write). Spoken and written English fluency will be considered an asset.
- Flexible and adaptable; able to work in ambiguous situations.
- High level of customer service skills.
- Requires excellent oral and written communication skills, interpersonal skills and computer literacy.

**REQUIREMENTS**

Education



Required - Business or IT Diploma, Certificate or Degree

#### Experience

Required Minimum of 3 years' experience with IT systems and governance within a supply chain environment is required. Preferred - Experience with Electric Utility operations and / or large, complex organizations is highly desirable. - Direct experience with Oracle iProcurement and Asset Suite procurement technology is preferred.

#### License/Certifications

N/A

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Business Analyst, Change and Communications

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position supports the Real Estate and Facility Services team with varied changes including technology, process, and transformational change. Provides change management and change communications support for organizational transformation, improvement initiatives, and project. Plays a key role in ensuring projects meet objectives by increasing employee's adoption and usage and increase adoption.

**JOB DESCRIPTION:**

- Develops and implements change management strategies and plans that provide approach for communication, training, evaluation, and post-implementation support on assigned projects
- Applies standard change management processes and tools necessary to create strategy to support the changes required by a project or initiative.
- Conducts readiness assessments, evaluates results, and presents findings in a logical, easy to understand manner.
- Performs change impact assessments through detailed analysis of future state and interactions with impacted stakeholders.
- Develops and implements communication strategies to inform managements, employees, and program areas of changes to business practices and processes associated with assigned projects.
- Support the rollout of new services, programs and technologies by developing change and communication plans.
- Ensures awareness of the changes amongst stakeholders at all levels. Identifies and manages anticipated resistance.
- Develop communication materials and through appropriate communication channels.
- Develop training materials for our customers to ensure adoption of services and initiatives to promote growth and understanding.
- Develops performance measurement plans to measure adoption of changes – both qualitatively and quantitatively.
- Creates actionable deliverables for change management levels (ie, performance measurements plan, communications plans, sponsor roadmaps, coaching plans, training plans, resistance management plans).
- Responsible of the creation of the monthly newsletter for the department.
- Develop the Real Estate and Facility Services network by promoting the team's services and capabilities throughout the organization.
- Development of presentations, business plans, target operating model, and new initiative roll out meetings.
- Development of forms, surveys, and consolidation of results.
- Performs other duties as assigned.
- Follows all policies and procedures.
- Perform major storm restoration work and associated drills as assigned
- Fluent in Spanish language with the ability to read, write and speak
- Spoken and written English fluency will be considered an asset
- Proficient in computer applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint
- Strong team player with a can do approach.

**REQUIREMENTS**

Education

Required Education Bachelor's degree in Communications, Business, Commerce or related discipline.

## Experience

Required Experience Minimum of 5 years of experience in change management Experience in major project roll outs Preferred Experience Knowledge of change management principles, methodologies, and tools

## License/Certifications

Prosci Certification is an asset

## Travel Requirements

Travels: No

## Physical Demands

- Stationary Position -Seldom - Pushing/Pulling/Reaching - Seldom - Climb – N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over – 10 – 30 LBS - Vision – 20/20 corrected vision - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Director, Total Rewards

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Total Rewards leads all activities pertaining to the company's Compensation, Benefits, and Payroll programs. This includes but is not limited to base and variable pay, sales incentives, short- and long-term incentives, health and welfare plans, and retirement plans across the entire organization. The Director, Total Rewards works in partnership with the organization's HR team, Business leaders, outside vendor partners, and employees to design Total Reward offerings that will maximize employee engagement and drive organizational profitability.

**JOB DESCRIPTION:**

- Develops and continually advances compensation, payroll, and benefits strategies to align with business strategy and ensures the right mix and offerings are available to attract and retain an innovative, high caliber workforce
- Successfully manages vendor relationships and ongoing communications. Maintains awareness of vendor strategic direction and near-term plans, and reviews and assesses the potential impact of those plans on current and future HR functionality
- Determines appropriate resources for market benchmarking. Engages with HRBP's and business leaders to identify metrics and analytics that will help drive the business
- Develops and analyzes reports and data to determine competitive position, compliance, and program effectiveness
- Develops and continually advances base and variable pay structure, incentives, bonus programs, and administrative guidelines based on business needs and long-range objectives
- Develops and advances world-class process capability related to all compensation, benefit and wellness programs, with a continuous improvement mindset that keeps the organization on the cutting-edge
- Serves as the internal consultant for compensation and benefits best practices, industry trends, legislative issues and market competition across the organization
- Actively considers impact of reward programs on employee acquisition, engagement and retention and creates and executes strategies to adjust as necessary
- Directs job analysis, evaluation, position description development, market pricing and salary survey initiatives in an open and transparent fashion
- Actively analyzes and reviews compensation and benefits related data, including business performance, budget/financial, utilization, and other demographic information to make informed recommendations relating to compensation and benefits strategies and plans
- Follow all policies and procedures
- Performs other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor's degree (BS/BA) in: - Human Resources - Business Administration - Organizational Development  
Preferred: - MS/MBA

Experience

Minimum of: - 15 years of related compensation and benefits experience. Preferred: - 10-15 years experience in international HR, expatriation - Experience as an expatriate. - Knowledge of a second language (or more).

#### License/Certifications

Preferred: - CEBS or CCP preferred or equivalent in experience.

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: N/A - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Project Manager, Space Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Project Manager (PM) will lead the initiation, execution, and closing phases of space planning and consolidation projects. The position is tasked with ensuring that the projects follow internal management processes. Some of these activities will include creating project charters, estimating using historical costs, experience, schedule tracking, cost forecasting, project close, and lessons learned. The PM would be required to lead relatively difficult projects. The PM is responsible for the overall success of all aspects of the project and is able to work with limited support.

**JOB DESCRIPTION:**

- Development of building stacking plans - Collaborates with Architects, Electrical, and Mechanical project managers to complete relocation and consolidation projects
- Collaborates with vendors, coordinators, and administrative staff to successfully reconfigure furniture, construction spaces, install networking and electrical components.
- Arranges field check and environmental review meetings.
- Prepares/reviews the Project Management Plans and scope documents.
- Leads project team members in preparing the initial Risk Matrix. Monitors all key activities and milestone dates.
- Monitors the regular schedule updates from the project team members to identify impacts on critical path activities; mitigate and negotiate if required.
- Spoken and written English fluency will be considered an asset
- Competent and knowledgeable with programs and applications such as AUTOCAD, Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.
- Evaluates impacts to the schedule due to scope changes and submits for approval.
- Prepares and submits information and forms required for capital expenditure approvals as per company policy.
- Monitors all major costs incurred, commitments, accruals on the project using cost codes.
- Monitors the regular cost updates from the project team members and modifies cost forecasts/monthly cash flows if required.
- Conducts regular project team meetings and follows the PMO guidelines and templates.
- Ensures that all the project documents for project close are assembled and forwarded as per the process.
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

Required: - Bachelor's degree or equivalent 4-5 years of study

**Experience**

Required: - 5+ years of progressive facilities experience, with an emphasis of leading in customer service and capital environments Preferred: - Space and Design planning - Project Management Professional Designation

**License/Certifications**

Required: - Possess valid Class 5 driver's license

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes, when required

#### Physical Demands

- Stationary Position -Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over – 10-30 LBS - Vision – 20/20 corrected vision - Hearing – Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts – N/A - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather condition\_\_none\_\_\_\_\_

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**JOB TITLE:** Project Manager, Facility Capital Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Project Manager (PM) will lead the initiation, execution, and closing phases of new capital building projects and projects related to the renovation of existing facilities. The position ensures the project follows internal management processes. Some of the activities will include creating project charters, estimating using historical costs, experience, schedule tracking, cost forecasting, project close, and lessons learned. The PM would be required to lead relatively difficult projects. The PM is responsible for the overall success of all aspects of the project and will be able to work with limited support.

**JOB DESCRIPTION:**

- Development of annual federal and non-federal capital expenditure plans.
- Analyzes project scope to ensure it is complete and clearly defined.
- Arranges field check and environmental review meetings.
- Escalates major issues to the Manager in a timely manner.
- Leads project team members in preparing the initial Risk Matrix. Monitors all key activities and milestone dates.
- Monitors the regular schedule updates from the project team members to identify impacts on critical path activities; mitigate and negotiate if required.
- Evaluates impacts to the schedule due to scope changes and submits for approval.
- Prepares and submits information and forms required for capital expenditure approvals as per company policy.
- Monitors all major costs incurred, commitments, accruals on the project using cost codes.
- Monitors the regular cost updates from the project team members and modifies cost forecasts/monthly cash flows if required.
- Conducts regular project team meetings and follows the PMO guidelines and templates.
- Ensures that all the project documents for project close are assembled and forwarded as per the process.
- Spoken and written English fluency will be considered an asset
- Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint.
- Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence
- Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals
- Other duties as required
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's degree or equivalent 4-5 years of study

**Experience**

Required: - 5+ years of progressive facilities experience, with an emphasis of leading in customer service and capital environments

**License/Certifications**



Required: - Possess valid Class 5 driver's license. - Certification for the following: WHMIS, Standard First Aid and Level C CPR, Fall Protection Preferred: - Certified Facility Manager Designation - Project Management Professional Designation

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes, when required

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over – 10-30 LBS - Vision – Vision acuity to operate vehicle  
- Hearing – Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts – N/A - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom  
- Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather condition\_\_none\_\_\_\_\_

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**JOB TITLE:** Chief People Officer

**DEPARTMENT:** Executive Group

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

POSITION OVERVIEW: We seek a proven, transformational leader to assume the top human resources leadership role within the organization. The Chief People Officer possesses a strong combination of people leadership, business experience, functional expertise and communication skills. S/he will serve as a member of the Executive Leadership Team, responsible for helping to shape overall strategy and direction and will also serve as a key advisor to the CEO on human resources matters. S/he is a key advisor to senior business partners, translates business strategy into a talent strategy for the organization, and helps drive a performance-based culture that has the capabilities to change and adapt as the environment and competitive context changes. This leader will be responsible for running core Human Resources with excellence and transforming operations through process, policy, and HR technology deployment in order to meet evolving and future needs. Additionally, s/he will lead an HR transformation that enables the organization to provide critical energy services to the public.

**JOB DESCRIPTION:**

- Developing organization strategies by identifying and researching human resources issues; contributing information, analysis, and recommendations to organization strategic thinking and direction; establishing human resources objectives in line with organizational objectives. - Implementing human resources strategies by establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention. - Managing human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions; maintaining compensation; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change. - Accomplishing special project results by identifying and clarifying issues and priorities; communicating and coordinating requirements; expediting fulfillment; evaluating milestone accomplishments; evaluating optional courses of action; changing assumptions and direction. - Supporting management by providing human resources advice, counsel, and decisions; analyzing information and applications. - Guiding management and employee actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines; communicating and enforcing organization values. - Complying with federal, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions. - Enhancing department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. - Follow all policies, procedures and perform other duties as assigned

**REQUIREMENTS**

Education

- 10+ years at the Director or Vice President level - Juris Doctorate with labor law expertise. - Senior or Global Certified HR Professional by SHRM or HRCI (SHRM-SCP or SPHR or GPHR)

#### Experience

- Full proficiency in English and Spanish. - Masters' degree preferred in Human Resources or Business Administration or relevant experience. - 10+ years of successful HR leadership experience combined with recent transformational experience at the Director or Manager level. - Relationship builder; a savvy leader who has demonstrated the ability to collaborate and influence key executive and customer relationships. - Must be adaptable with a high degree of learning agility. - Must be detail oriented, possess excellent planning and organizational skills, strong financial acumen and must have excellent communication skills with the ability to relate to employees at all levels of the organization. - Significant leadership experience in human resources, including experience in transformational environments. - Significant experience with change management providing strategic direction and influence over organizational changes. - Strategic thinker who is well-respected for his/her business knowledge and ability to see the "big picture." Has the capability to create strategic, long-term vision relating business strategy to human resources requirements. Has executive presence and proven ability to partner with executives of all disciplines. - Experience managing, mentoring and growing subordinate, supervisors and employees. - Expertise in Mediation and Negotiation skills. - Experience in local and federal labor law compliance. - Experience in employee and labor relations strategies and best practices. - Certified HR Professional by SHRM or HRCI (SHRM-CP or PHR) - Demonstrated ability to recruit and develop world-class HR talent. - Advanced interpersonal skills, communication skills and presentation skills. Demonstrated ability to present and discuss complex technical information in a manner that establishes rapport, persuades others and gains understanding and approval. - Demonstrated business acumen with the ability to combine the needs of internal stakeholders, serve as the voice of the business within R.H. and drive change across the enterprise. - Experienced and proven leader who can bring rigor to the organization, deliver on objectives and bring a disciplined approach in a transformational environment.

#### License/Certifications

Preferred Licenses - Valid driver's license. SUPERVISORY RESPONSIBILITIES: - Various directors and indirect personnel across departments.

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

WORKING CONDITIONS: - Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_ Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, working conditions, physical demands, and activities may change or new ones may

be assigned at any time with or without notice. Luma provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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**JOB TITLE:** Asset Mgmt, Engineers

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Senior Engineer, this position is responsible for coordinating and performing engineering activities related to Assets Management department. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop asset management policies, standards and best practices for various asset classes - Prepare long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations - Develop and implement prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning - Prepare business cases (scope and business justifications) and conduct prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs - Develop and implement various asset strategies/initiatives, including maintenance strategies, maintenance compliance program and asset-related environmental initiatives - Complete asset-related corporate risk assessments - Participate in new applications development, including functional requirements, equipment specifications and implementation program development - Participate in project scope development and design reviews - Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making - Conduct benchmarking studies to identify areas for improvement in the organization - Support other Asset Management initiatives - Technical knowledge in power flow as well as line and equipment (design, constructability and applications) - Understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis. - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal, communication, teamwork and time management skills - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, risk and performance - Follows all policies and procedures - Other duties as assigned Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Electrical Engineering - Previous experience working in Transmission, Substation and/or Distribution

Experience

N/A

License/Certifications

Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb- Seldom - Kneel- Seldom - Grab- Seldom - Bend -Seldom - Lift/carry over- 10 - 30 LBS - Vision- Vision acuity to operate vehicle - Hearing- Receive detailed information if spoken to

Working Conditions

- Wet or Humid- Seldom - Working near or on moving mechanical parts- Seldom - Working near or on heavy machinery -Seldom - Working in high places- Seldom - Exposed to fumes or airborne particles- Seldom - Exposed to toxic or caustic chemicals- Seldom - Frequency of working in outdoor weather conditions- Seldom - Work with Electricity- Seldom

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**JOB TITLE:** Document Control Supervisor, PMO

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the PMO Director, this is a lead position, provide supervision, administration, coordination and accountable to develop/create, implement and manage a document control system (including processes, procedures and systems) required on Transmission and Distribution projects, to store all pertinent project records and documentation both electronically and manually. As a member of the Project Management Office, provide support to project teams, as required, to ensure proper management of documentation and contract administration functions for multiple projects.

**JOB DESCRIPTION:**

- Develop, implement and manage a procedural framework for identifying, collecting, transmitting and filing controlled documents for the Projects. This involves writing and maintaining document control procedures and participating in the development and roll-out of document control tools, such as SharePoint, transmittal tracking, plotters, etc. - Manage the system for processing of records of engineering changes. - Effectively partner with LUMA IT to identify, develop and implement Documentation Systems and Tools including the planning of new systems, managing upgrades and migration of data. In general, identify trends and recommend best practices. - Identify and manage Documentation Systems activities related to adding value to the organization through systems and controls improvement, risk reduction, cost improvement, and budgetary responsibility. - Supervise and coordinate plans and procedures for use in the definition of the Document Control routines and activities. This includes: document control plan; numbering, administration and contractor procedures; final documentation procedure, and; SharePoint system specifications. - Ensure appropriate controls and IT governance processes are developed, implemented and managed for SharePoint sites, including access. Manage all aspects (establish, upgrades, maintenance) of Documentation Systems/Configuration Management tools in partnership with LUMA IT. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Undergraduate degree in Engineering, Commerce, Economics, Business is preferred, however a two-year technical degree augmented with courses and/or seminars in engineering change control, change requests, contract administration, project management, is acceptable. Or equivalent combination of training and experience is acceptable.

**Experience**

- Minimum of 5 years experience in a regulated Utility with 8 years as document control supervisor. - Minimum of 8 years experience managing a Document Control effort for a large-scale electric Utility project highly desirable. - Experience with large-scale Document Control Software is required. - Advanced

experience with and knowledge of document control practices and procedures, including quality assurance, data management, project management and change management.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Wellness Coordinator

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Organizes, plans, develops, monitors and implements comprehensive program activities to support employees' mental and physical health. Develops programs that create awareness, motivates and provides tools to employees that help them adapt and maintain a well-rounded healthy lifestyle. Responsible for providing plan administration, participant communications and customer service of the company's wellness plan. This includes funding of the program, communication, employee consultation. Coordinate community outreach programs.

**JOB DESCRIPTION:**

- Develop, coordinate, manage, and maintain wellness program with a goal to reduce health risk, company medical costs and encourage healthy lifestyles - Coordinates and facilitates health and fitness activities and programs for employees - Answer employee questions regarding the Wellness Program - Develop employee communications with respect to the wellness program - Implement wellbeing related activities. Examples include health screenings, lunch and learn seminars, flu-shots, fitness classes, etc. - Keep abreast of current national wellness and wellbeing initiatives and activities, developing a network of resources and contacts, as appropriate. Explore ideas and opportunities to personalize the program to increase employee participation - Coordinate events for the corporate community outreach program including communication, event planning, etc. - Performs a variety of tasks and works under general supervision - Advanced level required in Microsoft Office Suite: MS Word, MS PowerPoint, and proficient in MS Excel - Follow all policies and procedures - Performs other duties as required - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required: - Bachelor's degree in health education - Psychology - Counseling - Social work - or a related field Preferred Education and Experience: - Master's degree

Experience

- 6+ Years

License/Certifications

N/A

Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom  
- Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Analyst, Advanced Metering Infrastructure

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, AMI Systems, this position is responsible for analyzing and interpreting meter data, with a focus on system performance and operational metrics.

**JOB DESCRIPTION:**

- Develop understanding of AMI data gathering processes - Understand what information is provided by various meter data values and measurements - Create and adhere to system performance metrics - Alert appropriate internal parties of underperformance and missing meter data - Develop ability for system to backfill missing data as best as possible - Work with internal teams to achieve best possible AMI system performance and success - Collaborate with all internal departments, as metering/AMI data can serve many utility functions - Recommend system & operational changes that would have positive impacts on AMI system performance - Serve as internal systems expert with ability to make formal recommendations to senior staff - Technical knowledge or interest in database development/operation - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with engineering issues in a timely fashion - Ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Human resources skills to mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Technical Degree with electricity focus and interest in data operationalization  
Preferred Education - Bachelor of Science Degree in Engineering/Business/Economics/Statistics/Mathematics

**Experience**

- Required Experience - Minimum five (5) years of experience in a Utility Environment - - Preferred Education and Experience - Previous experience working with and combining large data sets

**License/Certifications**

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Lead, Records and Permits

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Operational Permits Compliance, this position will have the overall responsibility for the management of permit records for the company. This will include developing the file formats and developing the procedures for entering and retrieving records from the system. The Supervisor, Permit Records will have responsibility to ensure that procedures are followed and that records are maintained in the correct format and retained for the life of the file. Communication of procedures and standards required of the user groups will be the responsibility of this position.

**JOB DESCRIPTION:**

- Develop formats for each type of permit file required in the company - Establish procedures to ensure that each file received by records is complete and in the correct format - Develop procedures for the retention of original permit related documents that must be maintained - Ensure that such records are management according to procedures - Ensure that there is a methodology to address the need for use of original documents - Develop contingency in the event that an original document is lost - Communicate with user groups the procedures to receive files and the procedures to retrieve and allow users to withdraw a file from records. Ensure tracking of all documents - Make recommendations of appropriate records management software and ensure that staff is trained in the use of such software - Must have the ability to work with other supervisory staff to provide required service - Manage all contract resources to ensure work performed by contractors is completed to required standard and compliant with legal requirements - Monitor and track all activity within the Permit Records group - Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team - Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources - Create development plan for each employee in group; including training and rotational work assignments. Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness - Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- A 4 year university degree in a Business management program - Specialized study in records management permits law

Experience

- Industry experience in records management in the utility industry or in related government agency - > 6 Years of experience is preferred.

License/Certifications

Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: Yes

Physical Demands

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead, Land Records

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Land, this position will have the overall responsibility for the management of land records for the company. This will include developing the file formats and developing the procedures for entering and retrieving records from the system. The Supervisor, Land Records will have responsibility to ensure that procedures are followed and that records are maintained in the correct format and retained for the life of the file. Communication of procedures and standards required of the user groups will be the responsibility of this position.

**JOB DESCRIPTION:**

- Develop formats for each type of land file used in the company. Establish procedures to ensure that each file received by records is complete and in the correct format - Develop procedures for the retention of original land documents that must be maintained. - Ensure that such records are management according to procedures - Ensure that there is a methodology to address the need for use of original documents - Develop contingency in the event that an original document is lost - Communicate with user groups the procedures to receive files and the procedures to retrieve and allow users to withdraw a file from records. Ensure tracking of all documents - Make recommendations of appropriate records management software and ensure that staff is trained in the use of such software - Must have the ability to work with other supervisory staff to provide required service - Manage all contract resources to ensure work performed by contractors is completed to required standard and compliant with legal requirements - Monitor and track all activity within the Land Records group - Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team - Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources - Create development plan for each employee in group; including training and rotational work assignments - Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness - Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- 4 year university degree in a Business management program with industry experience in an electrical utility. - > 6 Years

Experience

- Industry experience in records management in the utility industry or in related government agency - > 6 Years

License/Certifications

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom  
- Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing:  
Receive detailed information if spoken to

Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sub Automation Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Senior Engineer, Asset Strategy & Analytics, this position is responsible for coordinating and performing engineering activities related to Asset Strategy & Analytics. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop asset management policies, standards and best practices for various asset classes.
- Prepare long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations.
- Develop and implement prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning.
- Prepare business cases (scope and business justifications) and conduct prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs.
- Develop and implement various asset strategies/initiatives, including maintenance strategies, maintenance compliance program and asset-related environmental initiatives.
- Complete asset-related corporate risk assessments.
- Participate in new applications development, including functional requirements, equipment specifications and implementation program development.
- Participate in project scope development and design reviews.
- Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making.
- Conduct benchmarking studies to identify areas for improvement in the organization.
- Support other Asset Management initiatives.

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering
- Minimum five (5) years of experience in a Utility Environment
- Technical knowledge in power flow as well as line and equipment (design, constructability and applications)
- Understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis.
- Business knowledge in the utility & regulated environment

**Experience**

- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at

pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, risk and performance

License/Certifications

Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom

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**JOB TITLE:** Technologist, Asset Mgmt

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead Engineer, Asset Strategy & Analytics, this position is responsible for coordinating and performing engineering activities related to Asset Strategy & Analytics. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop asset management policies, standards and best practices for various asset classes.
- Prepare long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations.
- Develop and implement prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning.
- Prepare business cases (scope and business justifications) and conduct prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs.
- Develop and implement various asset strategies/initiatives, including maintenance strategies, maintenance compliance program and asset-related environmental initiatives.
- Complete asset-related corporate risk assessments.
- Participate in new applications development, including functional requirements, equipment specifications and implementation program development.
- Participate in project scope development and design reviews.
- Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making.
- Conduct benchmarking studies to identify areas for improvement in the organization.
- Support other Asset Management initiatives.

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering
- Minimum five (5) years of experience in a Utility Environment
- Technical knowledge in power flow as well as line and equipment (design, constructability and applications)
- Understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis.
- Business knowledge in the utility & regulated environment

**Experience**

- Working knowledge of our Operations groups & the challenges they face day to day
- Proven experience applying sound judgment to make decisions
- Strong interpersonal and relationship development skills
- Strong verbal and written communication skills
- Ability to effectively interact with internal and external customers
- Excellent team player and ability to prioritize assignments to meet commitments
- Problem-solving skills with proven ability to deal with engineering issues in a timely fashion
- Ability to arrive at

pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, risk and performance

License/Certifications

Professional Engineer or Professional Licensee designation

Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom

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**JOB TITLE:** Technical Writer, UT Metering

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Standards and Procedures, this position is responsible for technical documentation pertaining to electric metering and associated metering installations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop and update electric metering documentation and associated drawings
- Document plans, policies, and procedures relating to the testing of utility metering installations
- Address and bring to attention shortfalls in meter Standards & Procedures
- Suggest and review pertinent data related to drafted and published technical documentation
- Execute technical documentation processes within scope, timeline, and budget
- Review documentation for completeness and consider practical limitations of document scope
- Develop and obtain documents from all metering function groups, check for completeness and consolidate if necessary
- Coordination of documentation activities as a member of a multi-disciplinary team of managers
- Support capital projects
- Develop and review metering documentation, standards, and procedures
- Work planning, coordination, and cost estimating
- Develop, support and improve metering diagrams and design drawings
- Develop, support and improve metering documentation
- Follow, develop and improve metering documentation and standards
- Participate and lead documentation initiatives, including presentations to the metering group and senior management
- Various reporting to the other managers in Metering, Metering Director and project team
- Any and all duties below this classification
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Associates degree in English/Journalism/Communications or related field Preferred Education - Bachelor of Science Degree in English/Journalism/Communications or related field

**Experience**

Required Experience - Minimum five (5) years of experience in a technical writing capacity Preferred Education - Previous experience writing technical documentation

**License/Certifications**

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Engineer, Energy Planning

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead – Energy Planning, in the department of System Operation, the Energy Planning Engineer will work closely with Transmission Operators, other engineers, Field Maintenance and Generator plants operators to plan, schedule and forecast generation level, load demand and system outages in supporting Transmission Operators in maintaining energy balance. During planning, the engineer will take into consideration multiple factors such as, but not limited to, historical data, weather forecast, fuel availability, pollution level, operational limits, contingency options, industrial loads, etc. The engineer will continuously revise long term, midterm, and short-term load forecast.

**JOB DESCRIPTION:**

- Develop and manage Power Purchase Agreement (PPA), Joint Operating Procedure (JOPs) and other Operating Contracts with generators and market participants to ensure adequate energy supply, operating reserves (spinning and standby), regulating reserves, Transmission Must Run (TMR) and black start resources in normal and emergency operations
- Develop mid to long term energy planning strategy to meet changes in load demand, generation decommissions, increase in renewable energy and DER penetration
- Develop weekly generator availability and capability forecast and hourly dispatch table which are used by Transmission Operators in real-time dispatching to maintain constant frequency and energy balance
- Develop weekly load forecast and profile to increase Transmission Operator's awareness, assist Transmission Operators in maintaining energy balance, managing transmission constraints and enable them to be prepared in case of emergency (energy shortage, G-1, ...)
- Ensures that operations are conducted in accordance with policies, regulations, strategic action plans, agreements (including PPAs) and business activities established by the Authority
- Participate in the assessment of the PPAs performance and collaborate with the legal and regulatory team to maintain or update the PPAs
- Assists other teams within System Operation in the development of programs, processes and procedures; and the implementation of systems and technologies that promote efficiency, productivity and the continuous improvement of operational processes and service continuity related to the energy market and generation plant
- Assists in the analysis of new projects and changes to existing projects, reports, rules and procedures that affect System Operation and provide recommendations accordingly
- Participates in the development, monitor and analysis of System Operation Key Performance Indicators (KPIs) pertaining to generators and market operations
- Prepares reports and statistics related to the activities assigned and to be used in the development of strategies and decision-making processes, ensuring the accuracy and reliability of the information and data provided
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in Electrical Engineering from an accredited university or college.

#### Experience

- Four years of utility experience the area of power generation, power system, power quality and/or real-time control center operation. - > 3 Years

#### License/Certifications

Required Licenses/Certifications - Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Driver's License. - Complies with the training required by law according to the requirements of the position. - Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Manager, Service Center

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager Service Center is responsible for managing the Service Center call center activity. This individual will ensure a positive and efficient employee experience.

**JOB DESCRIPTION:**

- Develop and implement Service Center policies - Partner with Operations and Sales management to ensure consistency in approach and unified goals for the employee experience - Monitor call center performance metrics, KPIs and related reporting. Assess for opportunities and recommend training and development for call center personnel - Call reporting - Collaborate with IT on new software and initiatives to improve efficiency and customer satisfaction - Participate and administer training models as requested - Develop policy and procedure for new programs as they are requested and successfully execute new programs - Oversee escalated employee issues, ensure effective and long-term problem resolution - Set performance standards to meet service goals of company - Provide feedback to the leadership team regarding service failures or employee needs/concerns - Perform customer facing work as needed; respond to customer inquiries and problem solve effectively - Requires strong change management skills; active change agent that is skilled at helping others through transformative change - Able to build strong working relationships with leaders across the organization and can navigate across various organizational levels - Able to build consensus among diverse groups of stakeholders - Highly skilled at facilitating resolution across functions and departments - Experience leading initiatives that drive material cost savings and enhance customer outcomes - Strong analytical ability - Strong business communication and presentation skills - Proficiency in building cultures for teams - Perform other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 5-10 years of experience in call center management, with regional or national responsibilities. - 11+ years preferred - Significant experience and technical knowledge of HRIS and analytics platforms and tools. - Advanced Excel skills. - Track record in and/or proven ability to interpret results using simple data aggregation and statistical analysis to complex data mining. Excellent analytical skills and ability to present a full data story that addresses key information needs of senior stakeholders

License/Certifications

N/A

Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom  
- Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Director, Compliance

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director of Compliance will spearhead the development, implementation and conduct of LUMA's Legal Compliance & Ethics (LCE) function within the LUMA Legal department. This position reports to the General Counsel. The Director of Compliance is expected to work with a significant cross section of LUMA operations and corporate support functions, including but not limited to Accounting/Finance, Human Resources, Procurement/Logistics, Internal Audit, Safety & Environment, Customer Service, Communications/Public Relations, and Information Technology functions.

**JOB DESCRIPTION:**

- Develop and implement LUMA's Code of Conduct, and corporate policies and procedures as needed, e.g. anti-corruption, political activity, antitrust, trade controls, conflicts of interest, data privacy.
- Analyze and provide compliance-related advice to LUMA operations concerning proposed and ongoing projects.
- Develop and implement a due diligence process for reviewing and managing high-risk third-party intermediaries and service providers, and work with procurement and supply chain functions concerning supplier management issues.
- Manage the LUMA ethics helpline and manage the conduct of internal investigations into allegations of ethics and compliance-related misconduct.
- Work with LUMA controls functions (Accounting/Finance, IT and Customer Service) to identify and mitigate risks related to conflicts of interest, related party transactions, fraud, kickbacks and theft/embezzlement
- Provide training and continuous advice to LUMA personnel, concerning ethics and compliance topics, and work with other corporate support functions to develop training materials for compliance-related issues.
- Develop and implement:
  - An ethics and compliance-related risk assessment process.
  - The LCE training program, with ethics and compliance-related content for online training modules, corporate communications, and ethics and compliance materials.
  - About LUMA Internal Audit group, an ethics and compliance-related auditing protocol
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor's Degree from an accredited university - Juris Doctor from an accredited university

**Experience**

Required - 5+ years of experience in legal compliance work, with law firm or in-house corporate legal department - Spanish language skill - Subject Matter Expertise/Familiarity: - Anti-bribery and anti-corruption law Preferred - Subject Matter Expertise/Familiarity: - Utilities/Regulatory - Political Activity - Trade controls/import/export/sanctions - Immigration law - Antitrust - Conflicts of Interest - Data privacy

**License/Certifications**

#### Travel Requirements

- Yes, 30% of time - Overnight: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom  
- Grab - Frequently - Bend - Frequently - Lift/carry over - 5-10 LBS - Vision - N/A - Hearing - N/A

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Director, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Contact Center will be responsible for overseeing all aspects of LUMA contact center customer interactions across remote service channels (phone, email, chat, social media, IVR, web, and mobile apps). Primary objectives include improving service levels across all contact center related customer touch points and managing to an increased and measurable level of service quality, while also managing within budget with responsibility for a wide range of decision-making.

**JOB DESCRIPTION:**

- Develop and execute the implementation strategy to transition the current PREPA contact center organization to the new LUMA organization and operational standards.
- Implement and manage a best-in-class customer-experience first contact center operation, including the main contact center facilities, all regional contact center locations, and outsourced contact center partners, as applicable.
- Work closely with the Vice President Customer Experience and other executives to develop long-range customer experience strategies, plans and optimization objectives.
- Establish and manage to service delivery and quality goals and objectives based on overall corporate goals and objectives. Co-create and manage to be detailed operational budgets and metrics
- Direct day-to-day activities of the contact center operation, with a focus on customer experience and satisfaction, while also delivering on efficiency and budgetary targets. Regularly evaluate and improve on operational service levels, service quality, and reporting.
- Assess and baseline key performance indicators as per the O&M agreement. Develop additional internal reporting metrics to enable the assessment of the regional customer service group
- Provide the Contact Center management team with regular performance feedback. Coach, motivate, and empower all staff to promote successful performance of tasks and responsibilities to promote the highest possible level of service to all customers
- Collaborate on and oversee implementation of training and other CX improvement programs
- Regularly review customer experience and satisfaction research and customer feedback to better understand LUMA customer journeys and recommend approaches to improve the experience
- Develop collaborative cross-functional processes with Billing, Regional Customer Experience, T&D Operations and Metering Operations, and other teams to drive enhanced customer experience
- Evaluate, develop, and collaborate with other functional partners to implement contact center and related customer experience technologies
- Evaluate and understand industry regulatory requirements and liaise with regulatory bodies as required
- Develop local implementation of customer communication campaigns in conjunction with the Communications team
- Create an overall plan for participation, presentations, demonstrations, etc. to schools and community groups
- Strong verbal and written communication skills with the ability to effectively communicate with all levels of employees through various means such as email, phone, video conferencing, and in-person. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders
- Strong organizational planning and development skills
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

## REQUIREMENTS

### Education

- Bachelor's degree in Commerce, Business, or another related field Preferred : - Post-secondary degree; Master's Degree.

### Experience

- Minimum of eleven (11) years strategic and tactical customer contact center operations experience designing, implementing, and overseeing a high-performing customer operation inclusive of training, performance management, quality monitoring, coaching, rewards and recognition, service level management, financial management, customer satisfaction, dispute resolution, etc. - Minimum of three (3) years' experience at a director level. - Experience with contact center technologies, including cloud-based platforms and leveraging best-in-class point solutions, including speech analytics and other leading contact center solutions - Experience with leveraging best-in-class training to architect optimal customer experiences - Experienced in process improvement and process improvement methodologies. - Experience in key account relationship management and stakeholder engagement. - Proficient skills in the use of computer applications (MS Office). Experience with programs such as Microsoft Project or other project planning software required.

### License/Certifications

Preferred: - Lean/Six Sigma or other similar QM - Project Management Professional (PMP) - ICMI Contact Center Management certifications - CXPA (Customer Experience Professional Association) certifications

### Travel Requirements

- 30%

### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab-Seldom - Bend -Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing- Understanding sounds required for operating vehicle

### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts-N/A - Working near or on heavy machinery -N/A - Working in high places - N/A - Exposed to fumes or airborne particles -N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Director, Finance Transformation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Director, Finance Transformation, is responsible for the Finance function and to provide leadership in the implementation of a new operating model that drives optimization of the Finance function across the enterprise. The model will enhance enterprise value, position the Company well for effective and efficient growth, and will deliver bottom line year-over-year cost savings. The Director, Finance Transformation is responsible to take the lead role in shaping the Finance maximization program and to set and socialize a clear vision for the future state operating model, including a concise business case for the required change. The role will drive the operating model integration decisions among both business and functional stakeholders by partnering with business leaders and functional leaders.

**JOB DESCRIPTION:**

'- Develop and execute a clear and impactful vision and strategy, as well as define overarching Finance function maximization strategy and long-term integration vision - Create plans and implement transformative initiatives and projects across the organization, both, quick wins and mid/longer term in nature while focusing on minimizing risk and maximizing financial benefits. Articulate the business need for change and drive alignment and active sponsorship with key Company stakeholders - Communicate with and continuously engage all stakeholders throughout the process - Develop and oversee control systems to prevent or deal with violations of legal guidelines and internal policies. Lead the Compliance Team to ensure the company adheres to legal standards and in-house policies - Develop educational and training materials related to technical accounting topics and associated processes - Develop remediation plans for control deficiencies identified by internal and external audit or management - Manage and provide direction and leadership to a large and diverse team bound by aggressive timelines - Lead and manage detailed, well formulated transformative project work. Provide direction and guidance to project leads. Identify and mitigate resource conflicts by identifying and prioritizing tasks. Provide support with day-to-day issues and track program status, issues and risks as well as project budget - Ensure the implementation of project scope, budget, schedule and quality by facing and addressing change resistance with personal and leadership resilience - Manage and drive key decisions around the Program including scope, budget, staffing, interdependencies and timing. Drive cross-functional and cross-Business Unit alignment to achieve binding decisions across the organization - Ensure accountability amongst peers, the team and third parties to execute on agreed-upon Program decisions and commitments - Work effectively with functional leaders across the enterprise to establish and manage project teams, while functional leaders (IT, HR, Procurement and Operations) remain responsible to provide needed expertise, standards and processes. Ensure project and functional reporting relationships, duties and expectations are commonly understood and implemented - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Microsoft Office skills with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint, and SharePoint - Strong analytical and organizational skills required to manage multiple, concurrent tasks - Must be able to perform complex calculations, understand accounting impact and implications of



transactions and perform complex reconciliations of large volumes of data - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong interpersonal, written and verbal communication and presentation skills - Strong commitment to customer service excellence with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's Degree in Administration or Science required Preferred: - Degree in Technology, Project Management, Business Management or a related field of study preferred - Master's Degree in Business Administration

### **Experience**

Required: - Demonstrated experience and previous success leading transformative organizational work. - +11 years of experience working in a leadership role.

### **License/Certifications**

Required: - CPA (Certified Public Accountant) - Valid Driver's license

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

### **Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - Less than 5 LBS - 10 – 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Supervisor, Program Mgmt and Billing  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Streetlight Program is responsible for compiling, coordinating, managing and compliance for different aspects of the Streetlights Program. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop and ensure the streetlight standards, maintenance, quality control (QC), and/or billing processes associated with the effectiveness of Streetlights program are vigorously followed - Develop the Streetlights metrics and benchmarks to track progress, timely execution - Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program - Conduct labor usage analysis to highlight areas for potential efficiency gains
- Manage aspects of the yearly Streetlights program which includes forecasting, tracking, reporting and ensuring program is completed as planned - Participate in financial planning through forecasting, budget and variance analysis - Create and compile the Streetlight Programs for the one-year, three-years and the five-year plans - Support regulatory compliance processes, ensuring that the Streetlight program is compliant with the company standards and regulatory requirements - Strong leadership skills and ability to coach professionals and field employees - Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations - Strong business knowledge in the utility & regulated environment - Working knowledge of Operations groups and the challenges they face day-to-day - Strong interpersonal and relationship development skills with the ability to manage and resolve conflict - Strong verbal and written communication skills - Follows all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering.

**Experience**

Required Experience - Minimum five (5) years of experience in a Utility Environment applying sound judgment in decision-making. - Computer program experience (MS Office, Other). Preferred Experience - Previous experience working in Distribution.

**License/Certifications**

- Valid driver's license.

**Travel Requirements**

- Travels: Yes. - Percent of time: 30% - Overnight required: Yes.

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Supervisor, Streetlight Maintenance and QC

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Streetlight Program is responsible for compiling, coordinating, managing and compliance for different aspects of the Streetlights Program. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop and ensure the streetlight standards, maintenance, quality control (QC), and/or billing processes associated with the effectiveness of Streetlights program are vigorously followed - Develop the Streetlights metrics and benchmarks to track progress, timely execution - Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program - Conduct labor usage analysis to highlight areas for potential efficiency gains
- Manage aspects of the yearly Streetlights program which includes forecasting, tracking, reporting and ensuring program is completed as planned - Participate in financial planning through forecasting, budget and variance analysis - Create and compile the Streetlight Programs for the one-year, three-years and the five-year plans - Support regulatory compliance processes, ensuring that the Streetlight program is compliant with the company standards and regulatory requirements - Strong leadership skills and ability to coach professionals and field employees - Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations - Strong business knowledge in the utility & regulated environment - Working knowledge of Operations groups and the challenges they face day-to-day - Strong interpersonal and relationship development skills with the ability to manage and resolve conflict - Strong verbal and written communication skills - Follows all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering.

**Experience**

Required Experience - Minimum five (5) years of experience in a Utility Environment applying sound judgment in decision-making. - Computer program experience (MS Office, Other). Preferred Experience - Previous experience working in Distribution.

**License/Certifications**

- Valid driver's license.

**Travel Requirements**

- Travels: Yes. - Percent of time: 30% - Overnight required: Yes.

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Supervisor, Streetlight Standards

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Streetlight Program is responsible for compiling, coordinating, managing and compliance for different aspects of the Streetlights Program. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Develop and ensure the streetlight standards, maintenance, quality control (QC), and/or billing processes associated with the effectiveness of Streetlights program are vigorously followed - Develop the Streetlights metrics and benchmarks to track progress, timely execution - Conduct lifecycle cost reduction studies/proposals, from a financial perspective to confirm benefits, value-based spending and the effectiveness of the program - Conduct labor usage analysis to highlight areas for potential efficiency gains
- Manage aspects of the yearly Streetlights program which includes forecasting, tracking, reporting and ensuring program is completed as planned - Participate in financial planning through forecasting, budget and variance analysis - Create and compile the Streetlight Programs for the one-year, three-years and the five-year plans - Support regulatory compliance processes, ensuring that the Streetlight program is compliant with the company standards and regulatory requirements - Strong leadership skills and ability to coach professionals and field employees - Strong technical knowledge in power flow, utility maintenance, associated Electrical & Utility regulations - Strong business knowledge in the utility & regulated environment - Working knowledge of Operations groups and the challenges they face day-to-day - Strong interpersonal and relationship development skills with the ability to manage and resolve conflict - Strong verbal and written communication skills - Follows all policies and procedures - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required Education - Bachelor of Science Degree in Engineering.

**Experience**

Required Experience - Minimum five (5) years of experience in a Utility Environment applying sound judgment in decision-making. - Computer program experience (MS Office, Other). Preferred Experience - Previous experience working in Distribution.

**License/Certifications**

- Valid driver's license.

**Travel Requirements**

- Travels: Yes. - Percent of time: 30% - Overnight required: Yes.

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Manager, Network Services

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting directly to the Director of IT Infrastructure, the Manager, Network Services will support the design, implementation, and operations of Wide Area Networks (WAN), Local Area Networks (LAN), Wireless Networks and the implementation and administration of Load Balancers. This includes on prem networks and cloud networks with Azure.

**JOB DESCRIPTION:**

- Design and implement short- and long-term plans to make certain network capacity meets existing and future requirements.
- Develop, implement, and maintain policies, procedures, and associated plans for network resource administration.
- Develop and deploy methodologies for testing network performance and developing core KPIs to track network performance and availability.
- Establish best practices and policies for installing, configuring, maintaining, and troubleshooting hardware, software, and peripheral devices.
- Practice network asset management, including maintenance of network component inventory, related documentation, and license management processes.
- Plan, acquire, and coordinate installation of in-house and remote hardware and software across the organization's network.
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts.
- Negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Assess, approve, and administer all equipment, hardware, and software upgrades.
- Manage and ensure optimal operation of all network servers, hardware and software, including routers, switches, hubs, UPSs, on premise and cloud.
- Creation and management of vendor KPI's to ensure performance services are delivered that meet or exceed business requirements.
- Implement lifecycle management processes that ensure all network and communication services are efficiently maintained throughout their entire product lifecycle.
- Provide guidance to other team members and work as one team to ensure successful delivery of services.
- Able to see the big picture and Identify opportunities to standardize, create efficiencies, and drive value.
- Deductive reasoning skills as they pertain to system administration, such as troubleshooting focused on determining hardware vs. software, hardware vs. firmware, software vs. operating system, network vs. application/systems, and patterned vs. non-repeatable problems.
- Results-oriented and customer-focused. Demonstrated ability to develop effective working relationships with internal and external customers.
- Able to drive and manage change and adhere to IT methodologies and disciplines.
- Able to manage prioritize work, work independently, and meet deadlines.
- Demonstrated ability to multi-task, probe, analyze and problem-solve complex issues.
- Strong interpersonal skills and the ability to adapt in a complex and changing environment.
- Work with detailed technical information and hands-on technology experience
- Work as part of a team
- Manage personal stress and know own limits.
- Ask for help when needed.
- Ability to maintain information in confidence and exercise good judgment.
- Strong communication skills, both written and oral
- Commitment to company and staff
- Willingness to travel as needed.
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Performs other duties as assigned

## **REQUIREMENTS**

### **Education**

Required: - Bachelor's degree in Computer-related discipline; or equivalent professional experience

### **Experience**

Preferred: - Installing, configuring, and maintaining Data Center hardware including switches, routers, firewalls, wireless AP's, and load balancers. - Familiarity with network design and principles; Wireless, MPLS, other routing protocols, SDWAN, VLANs and subnetting. - Solid experience with HPE Network equipment (E.g. Aruba, HP Switches, Management software), Palo Alto, and NetScaler - Minimum of three years of responsible leadership experience in management or supervisory positions. - Working knowledge of ITIL best practices.

### **License/Certifications**

Preferred: - Network certifications such as CCNA, CCNP or other relevant certifications

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

### **Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - N/A - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Technical Analyst, NTL

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for the day-to-day operational requirements to determine and reduce non-technical losses on the electric system. With the use of analytics systems and information provided by internal and external sources determine how to reduce non-technical losses on the electric system.

**JOB DESCRIPTION:**

- Demonstrates strong analytical and problem-solving skills to continuously improve the analytics tool to successfully detect possible non-technical losses.
- Develops operational processes to meet non-technical losses targets and ensure processes reduce non-technical losses to meet KPIs set for the team.
- Implements strategies utilizing data provided by other key stakeholders in order to reduce non-technical losses.
- Performs analysis using analytics package to determine potential locations for non-technical losses.
- Develops processes with key stakeholders enabling field teams to investigate and test metering locations in order to determine if non-technical losses are occurring and to remediate the non-technical losses.
- Implements new methods of measuring non-technical losses in the industry to successfully detect non-technical losses.
- Works with other key stakeholders to determine the correct level of administrative penalties depending on type of account and number of times the offence has occurred.
- Contributes to the Metering Team Business Continuity Plan (BCP) and ensures team is ready to enact the BCP as required.
- Ensures operations follow company health, safety and environmental protection policies.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education: - Bachelor of Science Degree in Engineering or Technical Diploma.

**Experience**

Required Experience: - Minimum three (3) years of experience in a Utility Environment.

**License/Certifications**

- Valid driver's license.

**Travel Requirements**

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

**Physical Demands**

- Stationary Position - Frequently.
- Pushing/Pulling/Reaching - Seldom.
- Climb - Seldom.
- Kneel - Seldom.
- Grab - Seldom.
- Bend - Seldom.
- Lift/carry over - 10 - 30 LBS.
- Vision - 20/20 Corrected Vision.
- Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - N/A. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A. - Other Environmental Factors including weather conditions- N/A.

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**JOB TITLE:** Supervisor, General Accounting

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Supervisor General Accounting is a senior member of the Accounting Department. This position oversees the General ledger processing which includes preparation of journal entries, reconciliation of financial statements and accounts, and ensures data accuracy. Responsibilities include timely monthly closing of the general ledger, processing of all transactions from the financial systems, analysis of accounts to determine transactions have been processed appropriately, reconciliation of all bank accounts.

#### **JOB DESCRIPTION:**

- Demonstrates leadership and supervisory ability including motivating others, making decisions, and leading teams. - Excellent interpersonal, organizational, analytical, creativity and problem-solving abilities. - Ability to interface with key operating personnel responsible for construction activities. - Directs employees of the two departments: Accounting and Balance Sheet Management, by assigning and directing work, recruiting, setting up goals, conducting performance appraisal and professional development of the staff and supervisors. - Be Responsible for the full cycle financial system process - Manage the monthly financial close process to ensure the various financial systems process transaction properly - Oversee the preparation of journal entries. - Ensure all account reconciliations are performed timely and all reconciling items are followed up on - Monitor balances in clearing accounts to ensure that balances are maintained at appropriate levels - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

#### **REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

Experience

Required: - Minimum of 6 years of experience in a similar role Preferred: - Experience in regulatory accounting

#### License/Certifications

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Supervisor, Training & Documentation

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Supervisor, Training & Documentation, Customer Experience, leads the analysis, design, development, implementation, and evaluation of Customer Experience training initiatives, ensuring alignment with organizational and departmental objectives and the delivery of exceptional learning experiences that support best-in-class LUMA Customer Experience practices. This role promotes collaboration between the Training & Documentation team and others responsible for the policies, procedures, and processes associated with Customer Experience training programs. The role ensures that documentation remains current and effective and is responsible for assessing and designing Customer Experience training programs as well as scheduling and evaluating their delivery to support Training team performance.

**JOB DESCRIPTION:**

- Demonstrates customer service, leadership, and teamwork skills with an ability to interface with personnel at all levels to build best-in-class Customer Experience learning experiences
- Approaches new situations with a high degree of innovation and creativity
- Ensures all Customer Experience employees have received required skills training
- Demonstrate excellent record keeping skills while supervising the development, retention, and upkeep of all Customer Experience policies, procedures, and processes and job aids and training documents.
- Supports leaders and learners in the implementation and application of training and development solutions for effective and efficient knowledge transfer
- Monitors, evaluates, and reports on training programs' effectiveness, success, and ROI (Return of Investment)
- Develops a progressive training plan to create advancement of employees' knowledge and skills to enable an employee succession plan
- Develops an annual customer care and billing training budget
- Implements and evergreens a document retention process
- Supervises creation and maintenance of a Customer Experience training schedule
- Demonstrates excellent verbal, written, and interpersonal communication skills. Effectively communicates with all levels of employees, in-person and through various means such as email, phone, and video conferencing
- Develops and delivers effective presentations, facilitates meetings, and collaborates with various stakeholders to communicate and execute training program strategy
- Plans, multi-tasks, and manages time effectively with the ability to work in fast-paced environment and maintain focus on key priorities despite conflicting demands
- Proficiency using MS Office applications
- Follow all policies and procedures
- Performs other duties as required
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's Degree in Business Administration, Education, Human Resources, Industrial Psychology, or another relevant field

#### Experience

- 6+ years of experience as a leader, trainer, or similar position - Demonstrated computer and database skills - Experience developing and delivering training - Experience with customer relationship management (CRM) systems - Experience with project management and planning software, such as Microsoft Project Preferred: - Bilingual/fluent in English and Spanish - Knowledge of learning and development best practices - Extensive experience in designing, executing, and managing successful training programs - Familiarity with traditional and modern training methods (classroom/instructor-led, coaching, mentoring, on-the-job, e-learning/online, simulations, remote/virtual classroom, etc.)

#### License/Certifications

- Valid Driver's license

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - N/A - Grab - N/A - Bend - N/A - Lift/carry over - Less than 5 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Program NTL, Metering

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the overall determination and reduction of non-technical losses on the electric system. The program manager will lead a team and with the use of analytics software and information provided from internal and external sources implement ways to detect and reduce non-technical losses on the electric system.

**JOB DESCRIPTION:**

- Demonstrate strong analytical and problem-solving skills. - Develops targets for non-technical losses and ensure the detection and elimination of non-technical losses meet the desired KPIs. - Develops strategies with other key stakeholders to determine non-technical losses. - Ensures analytics packages, correctly determines potential locations for non-technical losses. - Develops reporting to enable field teams to investigate and test metering locations to determine if non-technical losses are occurring and to remediate the non-technical losses. - Works with other utilities to understand known ways of creating non-technical losses and determine how to successfully detect non-technical losses. - Works with other key stakeholders to determine the correct level of administrative penalties depending on type of account and number of times the offence has occurred. - Leads the development of annual group performance and business objectives. - Develops individual performance objectives and monitors results. - Mentors through coaching, counseling, on-the-job training and supervision. - Evaluate individual performance of direct reports and provide feedback. Counsels individuals on development needs and methods. - Lead and administer teams' vacation, training, functional back-up, succession planning, budget and workload distribution. Participate in recruitment activities for the group. - Strong communication (verbal and written) and interpersonal with the ability to resolve conflict. - Contributes to the Metering Team Business Continuity Plan (BCP) and ensures team is ready to enact the BCP as required. - Ensures operations follow company health, safety and environmental protection policies. - Responsible for the development and implementation of a comprehensive annual safety leadership plan for the department. - Performs major storm restoration work and associated drills as assigned. - Follow all policies and procedures. - Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education - Bachelor's Degree in Engineering or Master's Degree in a branch of knowledge specific to the requirements of the position, from an accredited university or college. Preferred Education - Master of Science Degree in Engineering

**Experience**

Required Experience - 10+ years of experience in managing technical and specialized activities in the field of electric utility asset management, system operations, renewable energy resources management, or

related field. Preferred Experience - 10+ years of management or supervision experience in a Utility Environment

#### License/Certifications

- Valid driver's license - Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors. - Complies with the training required by law according to the requirements of the position.

#### Travel Requirements

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- Seldom

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**JOB TITLE:** Administrative Asst, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Work consists of a variety of standardized tasks performed within clearly defined procedures. Decision involve selection of the appropriate p[rocedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practices and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general and administrative support to the business area.

**JOB DESCRIPTION:**

- Data entry and support with the LUMA FMIS. - Support business functions and project administration processes - Prepares and maintains routine reports using established templates - Time and data entry - Perform records management - Create, track, verify requisitions and/or purchase orders - Receive, track, verify, and process invoices - Respond to inquiries and investigate anomalies - Demonstrate the ability to perform with maturity and professionalism, ensuring the complete confidentiality of sensitive and confidential information and in order to manage and work effectively under stressful conditions. - Demonstrate ability to perform effectively, ensuring complete accuracy under short lead times and with minimal supervision. - Have a basic understanding of accounting principles, the electric service business, and regulatory processes. Superior understanding and ability to use Microsoft applications such as Word, Excel, PowerPoint, Outlook, and Adobe Acrobat, including ability to prepare reports on the provided concepts. Knowledge of Oracle Financial would be a helpful factor in expense claim preparation. - Superior verbal and written communication, interpersonal and organizational skills. Demonstrate ability to collaborate and foster relationships. - Superior knowledge of English and Spanish with the ability to review, edit and correct grammar, formatting and spelling in all documents. - Other clerical duties and special projects as assigned

**REQUIREMENTS**

Education

- Bachelor's (BA/BS) degree

Experience

- - 5 years fleet Admin experience - Computer skills

License/Certifications

N/A

Travel Requirements

0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: - Other:

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**JOB TITLE:** Social Media Specialist

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Social Media Specialist works as part of a small 24/7 specialized team within that enable fast and effective outage communications directly from LUMA's Operational dispatch team, directly to customers through social media. The Social Media Specialist is responsible for posting outage information on LUMA social media channels, responding to social media interactions with customers, as well as routing customers through the correct channels at LUMA to ensure customers' needs are met in a timely fashion. Additionally, the Social Media Specialist may serve as a conduit for outage and service response matters between the LUMA Operational Dispatch team and the Contact Center or Key Accounts teams. Working on a shift rotation basis to ensure support is provided 24/7 every day of the year.

**JOB DESCRIPTION:**

- Creation and management of outage content on Twitter and Facebook. - Work collaboratively with the Operational Dispatch Team and Customer Experience teams to ensure outage information is provided and posted in a timely manner. - Identify trends in customer reactions to the various outage types being reported. - Use effective language and grammar skills to clearly communicate information on social media platforms. - Actively respond to customer comments to either provide clear information or encourage them to send a direct message to improve customer response times. - Use strong, positive interface skills through effective written communication - Provide a positive customer experience with every customer by showing empathy and understanding and ensuring the customer that situation is owned to resolution
- Assist in the identification and development of creative solutions to support a positive customer experience and reduce future customer inquiries and complaints - Follows all policies and procedures; perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Required - Bachelor's Degree

Experience

Required - Demonstrates excellent written, verbal and interpersonal skills - Effective written business communication skills - Proven ability to manage and resolve conflict - Proficiency in utilizing Twitter and Facebook - Proficiency in Microsoft Applications (Word, Excel, PowerPoint, Outlook) - > 3 Years of experience Preferred - > 3 Years in customer service

License/Certifications

- N/A

Travel Requirements

Travels: No Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Director, IT OT Business Ops

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

You will lead cross-functional efforts to drive scale, efficiency and better customer outcomes for LUMA. You will create and lead a PMO function that allows the organization to deliver its strategic imperatives. The objective of this role is to create transformative, comprehensive and self-sustaining scale and growth capabilities. You will be responsible for identifying, prioritizing and implementing initiatives to improve productivity, quality, customer service and/or reducing costs and complexity within operations.

**JOB DESCRIPTION:**

- Create, lead, maintain a business PMO function
- Build a PMO to deliver strategic programs cross-functionally
- Ensure approved projects are managed effectively to completion on-time, within budget, desired scope, with planned benefits attained
- Drives strategic initiatives and supports development of long-term growth and profitability goals
- Lead the development, deployment, and measurement of related transformative programs across most functions. Act as the program management that supports these initiatives
- Train and develop collaborative, cross-functional teams to achieve these objectives
- Manage large complexity programs that will accelerate operational, productivity and customer experience improvements across the organization
- Competent presentation and interpersonal skills meeting the needs of all levels within the organization up to and including the executive management team
- Perform major storm restoration work and associated drills as assigned
- Adheres to internal standards, policies and procedures
- Required to work additional hours as needed
- Performs other duties as assigned

SUPERVISORY RESPONSIBILITIES: 10 direct reports

**REQUIREMENTS**

**Education**

Required: - Computer Science Diploma in Information Systems, Computer Science, Information Technology, PMP Certification or a related discipline Preferred: - A Bachelor's degree or Master's degree in Information Systems, Computer Science, Information Technology or a related discipline preferred

**Experience**

Required: - Experience as leader of a Project Management Office. - Experience in project control techniques. - 5+ years in managing programs and / or projects. - 10 to 15 years of experience in the field and at least 5 years of experience in a leadership role. Preferred: - Experience managing cloud implementations and/or modernization efforts preferred

**License/Certifications**

Required: - Project Management Professional (PMP) Certification Preferred: - Scrum master certification (CSM) - Certified Lean Six Sigma Black Belt preferred

**Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10 - 30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Associate Analyst, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Associate Analyst, Billing Services is responsible for activities that support optimizing business processes and gaining operational efficiencies. This position reports to the Manager, Billing Services. The Associate Analyst uses their skills and knowledge to gather data and perform analyses that enable the generation of key business insights. This may include defining business problems, quantifying the business benefit of solving the problems, facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also supports the implementation of solutions and reporting to measure the impact of changes. The Associate Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes. This position works effectively across teams to design and rollout changes to policies, processes, and procedures.

**JOB DESCRIPTION:**

- Create and maintain all levels of business documentation for the projects including training documentation. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist, and create and manage an inventory for future documentation projects.
- Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess Business Requirements and develop recommendations for process and technology improvements to meet customer and business needs. Support, enhance and develop analytical tools that facilitate decision-making.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities. Create project plans for specific business process improvement projects that have been identified in the department's business plan.
- Review documentation for quality and completion and adherence to standards.
- Identify and review relevant acts, regulations, and codes along with business needs and objectives to guide the development of business processes.
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Identify and assess risks and complete a cost-benefit analysis for the recommended recommendation options. Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be").
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making. Develop and implement recommendations for quality assurance controls.
- Create quality and performance measures to manage and report ongoing performance of the procedures.
- Ensure all current and future state policies and procedures are compliant with local laws, Luma policies, and safety procedures.
- Coach employees on defining problems, business benefit and root cause analysis.
- Document business procedures using standard methods and templates, including training material

adhering to adult learning methodologies and best practices for various delivery methods (i.e. in-class, on-line, e-learning, videoconference) within project timelines. - Collaborate with other analysts and teams to effectively implement changes by providing input into the training packages and change management plans. Perform validation by engaging subject matter experts. - Develop a general knowledge of electric utility business processes and the IT systems that support them. - Facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. - Strong facilitation skills to guide cross functional teams to a desired end-result. - Strong data analysis and statistics quantitative, and problem-solving skills. Ability to analyze large amounts of data and evaluate processes to support the optimization of future state operations and the customer experience while looking for opportunities to continually improve the business. - Superior project planning, organizational and time-management skills and self-motivated with the ability to work independently in a complex and dynamic environment Strong attention to detail, business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates. - Strong interpersonal skills through effective verbal and written communication in order to develop and maintain effective and goal oriented working relationships with all levels of staff in the organization and with third parties. - Proficient skills in the use of computer applications (MS Office, SharePoint, etc.). - Follow all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- -1 Year of Experience Preferred - Training and experience applying quality improvement methodologies (LEAN, Six Sigma). - Project management skills and experience, such as planning, executing, controlling, closing, as well as managing multiple projects of various scope and size. - Communications and presentation experience to senior leaders. - Experience with quality and process improvement projects. - Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning. - 1+ Year of Experience.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - N/A

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed

to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom -  
Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A -  
Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions -  
N/A

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**JOB TITLE:** Associate Analyst, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Associate Analyst, Regional Customer Experience is responsible for activities that support optimizing business processes and gaining operational efficiencies. This position reports to the Regional Manager. The Associate Analyst uses their skills and knowledge to gather data and perform analyses that enable the generation of key business insights. This may include defining business problems, quantifying the business benefit of solving the problems, facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also supports the implementation of solutions and reporting to measure the impact of changes. The Associate Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes. This position works effectively across teams to design and rollout changes to policies, processes, and procedures.

**JOB DESCRIPTION:**

- Create and maintain all levels of business documentation for the projects including training documentation. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist, and create and manage an inventory for future documentation projects.
- Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess Business Requirements and develop recommendations for process and technology improvements to meet customer and business needs. Support, enhance and develop analytical tools that facilitate decision-making.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities. Create project plans for specific business process improvement projects that have been identified in the department's business plan.
- Review documentation for quality and completion and adherence to standards.
- Identify and review relevant acts, regulations, and codes along with business needs and objectives to guide the development of business processes.
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Identify and assess risks and complete a cost-benefit analysis for the recommended recommendation options. Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be").
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making. Develop and implement recommendations for quality assurance controls.
- Create quality and performance measures to manage and report ongoing performance of the procedures.
- Ensure all current and future state policies and procedures are compliant with local laws, Luma policies, and safety procedures.
- Coach employees on defining problems, business benefit and root cause analysis.
- Document business procedures using standard methods and templates, including training material

adhering to adult learning methodologies and best practices for various delivery methods (i.e. in-class, on-line, e-learning, videoconference) within project timelines. - Collaborate with other analysts and teams to effectively implement changes by providing input into the training packages and change management plans. Perform validation by engaging subject matter experts - Develop a general knowledge of electric utility business processes and the IT systems that support them. - Facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. - Strong facilitation skills to guide cross functional teams to a desired end-result. - Strong data analysis and statistics quantitative, and problem-solving skills. Ability to analyze large amounts of data and evaluate processes to support the optimization of future state operations and the customer experience while looking for opportunities to continually improve the business. - Superior project planning, organizational and time-management skills and self-motivated with the ability to work independently in a complex and dynamic environment Strong attention to detail, business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates. - Strong interpersonal skills through effective verbal and written communication in order to develop and maintain effective and goal oriented working relationships with all levels of staff in the organization and with third parties. - Proficient skills in the use of computer applications (MS Office, SharePoint, etc.) - Follow all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- < 1 year Preferred: - Training and experience applying quality improvement methodologies (LEAN, Six Sigma) - Project management skills and experience, such as planning, executing, controlling, closing, as well as managing multiple projects of various scope and size - Communications and presentation experience to senior leaders - Experience with quality and process improvement projects - Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning  
- 1+ year of experience

### **License/Certifications**

- Valid Driver's License

### **Travel Requirements**

- 20%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with

electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Graphic Designer

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

As the Graphic Designer you will assist the Sr. Advisor of Brand on strategic projects enhancing the reputation and growth of LUMA. You will join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We are seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

- Create and design various materials for print and digital collateral. - Ensure projects are completed with high quality and on schedule. - Establish creative direction for the company as well as brand guidelines. - Prioritize and manage multiple projects within design specifications and budget restrictions. - Perform retouching and manipulation of images. - Work with a wide range of media and use graphic design software. - Ensure final graphics and layouts are visually appealing and on-brand. - Conceptualize visuals based on requirements. - Ability to work a flexible schedule with additional work as needed. - Follow all policies and procedures. - Other duties as assigned. - Advanced skills in Microsoft Office (Word, Excel and PowerPoint) - Excellent verbal and written communication skills (both, in Spanish and English)

**REQUIREMENTS**

Education

A diploma or degree in communications, marketing, public relations, journalism or a related field experience and equivalencies may be considered.

Experience

- Experience developing comprehensive marketing and communications strategies in support of business goals. - Experience in consulting and liaising with various internal and external stakeholders. - Experience using communication principles in a corporate setting. - Knowledge of Adobe PhotoShop, Illustrator, Sketch, InDesign, and other graphic design software. Or Preferred Experience - Proficiency in SharePoint or other content management system. - Experience working in the energy or utilities sector.

License/Certifications

N/A

Travel Requirements

20%

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Project Director, System Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Project Director is responsible to design, develop, manage and monitor the effective implementation of highly specialized work systems, procedures, projects and programs of considerable complexity and scope in alignment with the strategic action plans and goals of the department. The role is involved in the transformation of the business and will interact with other departments to ensure alignment with transformation initiatives. This role acts with a broad and significant degree of freedom to exercise judgment in the decision-making in taking initiative when required; identifying and developing project requirements; selecting or modifying methods, work procedures, and program objectives, operational and management controls, and; coordinating and integrating functions, and other work units in order to fulfill objectives that are aligned with the company's strategic goals.

**JOB DESCRIPTION:**

- Coordinates work plans, activities, resources and direct important and complex projects related to operations in the company. - Facilitate and manage the development and implementation of assigned projects, processes and activities with an optimal level of quality and efficiency, in compliance with laws and regulations and achievement of results in complex issues related to his or her area of expertise and that involve a high degree of confidentiality. - Advises and provide technical expertise to peers and senior management. - Analyze, investigate, and submit recommendations on technical, operational, and transformational activities aimed at the development of programs, projects and activities related to the transformation of System Operations. Lead programs and projects deployment. - Prepares progress reports, results, and statistics to be used in the development of work plans and business strategies and ensures the accuracy and reliability of the information and data provided - Use strong analytical and problem-solving skills to collect data and information, perform analysis, participate in defining business requirements and make recommendations to the organization - Participate in the transformation toward renewable energies and storages, energy consumption efficiency programs, integration and management of automated and intelligent systems. Assist and support the teams during the transformation. Prepare progress reports and compliance issues regarding the projects and the transformation - Participate in the evaluation of products, services, programs, equipment, and technologies to verify compliance with business requirements, standards, guidelines, and specifications and make recommendation and suggestion - Coordinate feasibility studies for new projects and new programs or revises existing ones and documents and justifies his or her recommendations accordingly. - Identify difficulties in the execution of studies and projects, analyze the causes, and action effective resolutions. - Applies a variety of sources of information, available reference data and maintain documentation on studies and research carried out - Coordinates work plans, activities, resources and direct important and complex projects related to operations in the company. - Facilitate and manage the development and implementation of assigned projects, processes and activities with an optimal level of quality and efficiency, in compliance with laws and regulations and achievement of results in complex issues related to his or her area of expertise and that involve a high degree of confidentiality. Advises and provide technical expertise to peers and senior

management. - Provides human resources, materials, project development budgets, and the time required to achieve the expected results. - Plan the road map to transform and align the system operations with projects aimed to integrate and manage renewable energies and storages, energy consumption efficiency programs, integration and management of automated and intelligent systems. - Prepare business requirement for system operations, estimate and timeline for the projects. Support the team in the transition period and ongoing basis. Assess and report on projects progress. - Provide advice, recommendation and support the teams in the development of plans related to system rebuild, maintenance and growth. - Conduct interviews and field visits to obtain, verify and validate information, inspect processes, and ensure compliance with regulations, rules, procedures, goals, and program objectives. - Act as an advisor in own area of expertise and provide advice and support to internal customers regarding compliance with laws, regulations, policies, rules and procedures and the implementation of new systems, technologies, products or programs. - Establish priorities, promptly and diligently addresses issues concerning the assigned activities, operations and projects. - Update knowledge related to own field of work and area of competence, and participates and acts as a resource in training, seminars, courses and other continuing education activities. - Must be proficient in the utilization of Microsoft Office suite of applications. - Must be familiar with SCADA and similar system for control and operation of electrical system. - Effective leadership skills and the ability to supervise, coach, and develop subordinates. Superior interpersonal skills with strong oral and written communication skills. - Demonstrate flexibility and initiative, problem-solving and high level of autonomy. - Follows all policies and procedures. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

Required Education - Bachelor's Degree in Engineering, or master's degree in a branch of knowledge specific to the requirements of the position, from an accredited University or College

### **Experience**

Required Experience - 15 years of experience in Management, technical and specialized activities in the field Electric Utility/High Voltage System Operations and Energy dispatching. - Experience in Capital planning and management will be considered an advantage. - Experience in managing resources and budgets is required.

### **License/Certifications**

- Valid driver's license. - In the case of a Bachelor's Degree in Engineering, he or she will also require: - Engineering License issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. - Preferred: Current member of the Puerto Rico Association of Engineers and Surveyors

### **Travel Requirements**

- Travels: Yes - Percent of time: 50% - Overnight required: No

### **Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions

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**JOB TITLE:** IT OT Cybersecurity Analyst

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for the execution of a comprehensive Security Awareness strategy that supports the Cybersecurity organization, programs, and strategic plans. In accordance with the Security & Compliance policies and guidelines, contributes to the development and strengthening of Cybersecurity policies, practices and guidelines. Educates employees and customers on how to protect themselves from cyber risks.

**JOB DESCRIPTION:**

- Coordinates the Cybersecurity Performance Management Scorecard, including working with stakeholders to determine metrics, key performance/conformance metrics, and implementing processes and procedures and software to track and report on the metrics, and develop and report on KPIs for the Cybersecurity Risk Management Program - Map the formal and informal communication network and channels, identifying creative media options and key stakeholders who serve as influencers to be change champions - Translate the emerging threat landscape and firm's evolving cyber risk posture into clear, relevant and actionable items for a variety of audiences, including executives across LUMA Business Units, LUMA personnel, third party/business partners, end users, and customers; maintains the Cybersecurity IT OT Risk Register, keep abreast of all industry trends and emerging cybersecurity threats, weaving this knowledge into communications, training and resource development - Develops and maintains the LUMA Social Media Cybersecurity Program, including working with internal stakeholders such as Communications, and providing expertise in the web presence and social media accounts such as Instagram, Facebook, Twitter, and LinkedIn; and for handling emails sent to the LUMA Cybersecurity Account - Segment target audiences/stakeholders and intended behavior changes, defining an effective set of cyber security change messages that convey critical aspects of cyber program initiatives by audience need, ensure sufficient stakeholder engagement in change processes in order to anticipate and address program challenges early, develop strategic training and awareness programs for target subsets of high-risk workforce users, including collaboration with various partner organizations – e.g., University Collaborations, Technology Training and Development team, develop delivery vehicles (e.g., intranet site, presentations, campaigns) for target audiences/stakeholders to communicate the cyber security program direction and changes to stakeholder communities, develop a framework to evaluate the effectiveness of communication, awareness, and training efforts - Assist in developing and communicating key cybersecurity control procedures, coordinating with Legal, Compliance, Human Resources, Regional Compliance Officers and other core functional groups - Develops Cybersecurity training materials to customers and vendors, improve cybersecurity awareness and safe computing practices of staff, customers, and vendors - Answers questions from the staff about the Cybersecurity Risk Management Program, including the Cybersecurity Risk Management Program - Maintains a highly proficient technical knowledge of Cybersecurity Risk Management, has exceptional written and verbal communication skills, well-developed problem solving and troubleshooting skills, skilled in organizational change management, proven strengths and skills in risk management practices, strong commitment to providing quality service,

ability to work in a fast paced, and multitasking environment - Perform major storm restoration work and associated drills as assigned. - Adheres to internal standards, policies and procedures - Required to work additional hours as needed - Performs other duties as assigned

## **REQUIREMENTS**

### **Education**

Required: - A two-year diploma in technology or a related discipline from a recognized post-secondary institution Preferred: - Knowledge of NERC CIP, and the NIST Cybersecurity Framework is preferred

### **Experience**

Required: - Three years of related experience; or - Experience in cybersecurity awareness programs, risk disciplines, and/or cybersecurity risk management programs. - Proven experience at being able to influence others to achieve goals and impact results and to impact decisions within and outside the organization Preferred: - Work experience in Critical Infrastructure / OT Operations preferred.

### **License/Certifications**

Preferred: - One of the following: CISSP, GIAC, Security+, CISM, CEH or related security certification

### **Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: No

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Frequently - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Training Coordinator, System Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position will ensure that training plans and programs are in place for the critical positions such as Operators and Shift Engineers. The position will coordinate all activities related to training from content development, technical resources availability, training facilities and logistic, budget planning, knowledge assessment, etc. This position will work closely with the supervisors to plan resources availability and identified any learning issues with the trainees. The position will work closely with the technical resources to develop and maintain the training content.

**JOB DESCRIPTION:**

- Coordinate the development and maintenance of the training plans for Operators by leveraging the available technical resources.
- Develop a training schedule and syllabus.
- Coordinate training logistics for new operators and technical resources.
- Develop and maintain a competency matrix and skill assessment methodology to qualify Operators and other key personnel.
- Ensure evergreening of training artifacts.
- Prepare and estimate the budget requirements for the training program.
- Ensure training facilities are adequate and functional.
- Meet regularly with trainees to monitor progress and confirm milestone achievement.
- Report periodically to management on trainee's progress.
- Identify internal and external resources to support and deliver the training to Operators.
- Provide progress reports to the supervisor, engage supervisor when necessary
- Proficiency in the use of applied computer application programs such as Excel, Word, PowerPoint.
- Strong ability in logistic.
- Strong ability to organize information in a comprehensive manner for the purpose of training individuals
- Strong communication and interpersonal skills
- Solid organizational skills
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Preferred Education: - Bachelor's Degree from an accredited university or college.

**Experience**

Required Experience: - 5 years of experience in a coordinating, training or administrative role. Preferred Experience: - Two years of experience in technical or administrative activities and office activities.

**License/Certifications**

**Travel Requirements**

- Travels: No - Percent of time: 10% - Overnight required: N/A.

**Physical Demands**

- Stationary Position -Constantly. - Pushing/Pulling/Reaching - Seldom. - Climb - N/A. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 5-10 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - N/A. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - N/A. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A.

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**JOB TITLE:** Maintenance Supervisor, Fleet

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Fleet Management Fleet Maintenance Supervisor is responsible for the safe supervision of garage facilities, fleet vehicles/equipment, and fleet operations within an assigned area of LUMA's service territory. The Supervisor ensures that all fleet personnel maintain complete and precise adherence to all LUMA, federal, and local regulations, policies, and guidelines. Supervises and administers the day to day maintenance and repair on all fleet vehicles and equipment within the given area. This individual is responsible for promoting and ensuring a clean, healthy, and safe working environment for all personnel. This position requires a person that can oversee the day-to-day operations of garages and supervise employees that may be spread out over a wide range within LUMA's service area.

**JOB DESCRIPTION:**

- Coordinate between Operations and the Fleet Mechanics to ensure all Operational fleet needs are met either through owned or rented equipment
- Responsible for the management and leadership of fleet operations within an assigned area of LUMA's service area
- Develop, manage and lead all Fleet Maintenance Mechanics, and other personnel. Resolves escalated personnel issues and conflicts. Provides training and feedback to garage employees regarding performance, quality, standards, expectations, and client services
- Develops and reviews department metrics, scorecards, and standards to evaluate and maximize garage operations. Ensures the accuracy, integrity, and reporting of fleet operations metrics and data within fleet information systems and applications
- Implementation of the operation aspects of the fleet strategic initiative. Responsible for the development and implementation of plans to achieve on-time and metric performance within an assigned area including preventative maintenance, vehicle safety, and, affordability. Partners with directors, other managers, and supervisors to sustain and maximize client services. Interacts with federal, and local regulators and agencies
- Accountable for all Fleet Maintenance Facilities and FMIS (fleet management information system) data entry
- Management of the fleet/garage operations. Maintain fleet availability to meet the needs of Operations and ensure maintenance and purchasing consistency as well as assure utilization of best practices across all fleet operations. Responsible for scheduled, demand of all Fleet assets and management and forecasting the area budget. Knowledge and experience with budget planning and management, and business planning required
- Resolves escalated issues regarding internal and external clients, and vendors
- Ensure compliance with all safety and regulatory requirements and a safe working environment for all employees and personnel and minimize and/or eliminate personnel injuries and vehicle incidents. Promotes and fosters company safety, wellness, and accident prevention programs
- Excellent computer skills (Microsoft Office Applications). Knowledge of fleet management operations and responsibilities.
- Ability to manage a safety program, improve program efficiency, foster accountability, take initiative and to understand, prioritize, and coordinate work on a large and diverse fleet
- Leadership, organizational, and process improvement skills
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- High school Diploma or GED

### **Experience**

- 5-10 years fleet maintenance experience - 5 years fleet maintenance experience and certified mechanic or previous mechanic experience - Bachelor's (BA/BS) degree or equivalent post secondary education desired - Prior automotive and truck maintenance and repair experience and working in a union utility and construction environment desired - Prior management and/or supervisory experience desired. - Experience with team building, motivation, change management, safety management, and project management. - Experience with exempt, non-exempt, and union environment leadership - Experience with performance planning and appraisal, behavior modification, and client focus.

### **License/Certifications**

- Valid driver's license - Clean driving record

### **Travel Requirements**

50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Frequently - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: NA - Other: N/A

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**JOB TITLE:** Administrative Coord, Billing Services

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator is responsible for assisting senior leadership with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Coordinate administrative matters of a department including, but not limited to processes and preparation of reports related to human resources, payroll, budget, purchase orders and general services in order to ensure compliance with applicable laws, regulations, policies, rules and procedures. - Assist department with all functions of the daily operations. - This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, providing information by answering questions and requests, etc. - Assists the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Maintain and monitor department schedules. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc. Receive invoices and monitor invoice approval, work with accounting for department. - Make purchases corresponding to the department. - Greet visitors and determines whether access to specific individuals is permitted. - Read and analyze incoming memos, submissions, and reports to determine significance level and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as Microsoft Office. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow policies and procedures.

**REQUIREMENTS**

**Education**

- Associates Degree or equivalent experience.

**Experience**

- 2 to 5 years of experience in an administrative assistant capacity. - Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English). - 3+ years of experience in an administrative assistant capacity.

**License/Certifications**

Required Licenses/Certifications - N/A Preferred Licenses/Certifications - N/A

**Travel Requirements**

- Travels: No - Percent of time: 0% - Overnight required: No

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A

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**JOB TITLE:** Administrative Coord, Contact Center

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator is responsible for assisting senior leadership with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Coordinate administrative matters of a department including, but not limited to processes and preparation of reports related to human resources, payroll, budget, purchase orders and general services in order to ensure compliance with applicable laws, regulations, policies, rules and procedures. - Assist department with all functions of the daily operations. - This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, providing information by answering questions and requests, etc. - Assists the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Maintain and monitor department schedules. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc. Receive invoices and monitor invoice approval, work with accounting for department. - Make purchases corresponding to the department. - Greet visitors and determines whether access to specific individuals is permitted. - Read and analyze incoming memos, submissions, and reports to determine significance level and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as Microsoft Office. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow policies and procedures.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 2 to 5 years of experience in an administrative assistant capacity. - Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English). - 3+ years of experience in an administrative assistant capacity.

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: N/A - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coord, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator report to the Director, Regional Customer Experience and is responsible for assisting senior leadership with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Coordinate administrative matters of a department including, but not limited to processes and preparation of reports related to human resources, payroll, budget, purchase orders and general services in order to ensure compliance with applicable laws, regulations, policies, rules and procedures. - Assist department with all functions of the daily operations. - This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, providing information by answering questions and requests, etc. - Assists the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Maintain and monitor department schedules. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc. Receive invoices and monitor invoice approval, work with accounting for department. - Make purchases corresponding to the department. - Greet visitors and determines whether access to specific individuals is permitted. - Read and analyze incoming memos, submissions, and reports to determine significance level and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as Microsoft Office. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow policies and procedures.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 2 to 5 years of experience in an administrative assistant capacity. - Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English). - 3+ years of experience in an administrative assistant capacity.

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: N/A - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Coord, Voice of the Customer

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Coordinator is responsible for assisting senior leadership with all functions of daily operations, including screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars, scheduling meetings, and processing human resources confidential information.

**JOB DESCRIPTION:**

- Coordinate administrative matters of a department including, but not limited to processes and preparation of reports related to human resources, payroll, budget, purchase orders and general services in order to ensure compliance with applicable laws, regulations, policies, rules and procedures. - Assist department with all functions of the daily operations. - This includes screening calls, coordinating travel arrangements, processing expense reports, maintaining calendars and scheduling meetings, providing information by answering questions and requests, etc. - Assists the team with administrative functions such as coordinating preparation of reports, analyzing data, and identifying solutions. - Maintain and monitor department schedules. - Maintain supply inventory by checking stock to determine inventory level, anticipate needed supplies, place, and expedite supply orders, verify receipt of supplies, etc. Receive invoices and monitor invoice approval, work with accounting for department. - Make purchases corresponding to the department. - Greet visitors and determines whether access to specific individuals is permitted. - Read and analyze incoming memos, submissions, and reports to determine significance level and plan their distribution. - Self-starter with the ability to work independently while supporting the needs of the team. - Excellent verbal and written communication skills. - Strong decision-making skills. - Proficient in computer applications such as Microsoft Office. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow policies and procedures.

**REQUIREMENTS**

**Education**

- Associates degree or equivalent experience.

**Experience**

- 2 to 5 years of experience in an administrative assistant capacity. - Experience in administrative writing and reporting. Preferred - Bilingual Language - Written and Oral (Spanish and English). - 3+ years of experience in an administrative assistant capacity.

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: N/A - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Advisor, Environmental Factors

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This position will monitor weather patterns and forecast and will prepare reports and real-time information to the System Operation team. The position will ensure accurate information is always available for the 24/7 operation of the Electric System and that the operators can anticipate system conditions. The position will work with the load forecasting and planning team and will contribute to establishing and maintaining tables that define the correlation between weather conditions and load demand. The position will also participate in the continuous improvement of the situational awareness systems by identifying business requirements and working closely with the GIS Analyst.

#### **JOB DESCRIPTION:**

- Continuously monitor weather patterns and forecast and prepare situational information for real-time and forecast
- Identify early on where a storm or other weather pattern is likely to affect the performance of the electric system
- Advise the emergency preparedness team on the likelihood of weather events on the Electric System
- Conducts complex evaluations and investigations for report writing and updating information, and issues recommendations aimed at measuring efficiency, quality of services, and expected results
- Provide historical data to the load forecasting team and collaborate at establishing load forecasts and weather tables
- Contribute to the electric system models and simulator to improve the quality and predictability of the models
- Collect relevant information and data that affect or may affect the Electric System.
- Collaborate with the GIS analyst to improve situational awareness systems
- Process the information and data and comprehensively organize the information (through reports, datasheets, system updates, etc.) for the consumption by System Operations personnel
- Review frequently with the System Operation personnel their needs and prepare business requirements.
- Participate in projects relevant to System Information and Situational awareness, monitor projects and provide decisions when required
- Do prediction and scenario planning during an evolving situation
- During events, prepare visual information on the current situation to help the emergency team manage the situation
- Participate in the technical decisions and provide advice and recommendation on system upgrades and integrations
- Evaluates products, services, programs, and equipment to verify compliance with standards, guides, and specifications
- Participates in studies, work processes, and technologies to promote the effectiveness and quality of the service
- Processes, handles and follows up on documents related to assigned activities
- Responds promptly and seeks quick and effective solutions to issues that impact the assigned activities and projects and keeps his or her supervisor informed
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

#### **REQUIREMENTS**

##### **Education**

- Bachelor's degree from an accredited university or college, specializing in disciplines in accordance with the academic requirements of the position.

#### Experience

- Five years of experience in administrative, technical, and specialized activities related to the particular area of work to which the position is assigned. - > 3 Years

#### License/Certifications

Licences/Certifications required - Complies with the training required by law according to the requirements of the position. - Driver's License.

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Protection and Control Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Engineer, Protection and Control is responsible for coordinating and performing engineering activities related to Protection and Control asset management. The role requires a well-rounded technical aptitude, strong problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Continually innovate and mature Protection and Control (P&C) data governance, data quality, data access and decision-making tools and processes - Responsible for Protection and Control (P&C) asset management practices - Pursue initiatives to improve the P&C Asset Management information, reporting, analytics, processes and training - Develop, integrate, and implement P&C asset strategies - Initiate process improvements, changes to practices, or recommendations in the field as required - Review functional specifications for completeness and consider practical limitations of new project scope - Monitor, manage and demonstrate P&C operating regulatory compliance (CIP, NERC, etc.) - Coordination of new technology implementation activities as a member of a multi-disciplinary team of engineers - Work planning, coordination, and cost estimating - Develop, support and improve substation P&C equipment specifications - Participate in procurement of substation equipment for new technology implementation - Provide construction support with the disciplines for construction issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards related to asset management - Participate and lead design initiatives, including presentations to the engineering group and senior management - Monitor, evaluate and report upon the P&C progress, accomplishments and cost metrics of the various programs and projects - Assist the Supervising engineer, Protection and Control in managing engineering contractors - Provide technical support to field organizations - Technical knowledge in power flow, substation design, associated Electrical & Utility codes, constructability, and equipment applications - Business knowledge in the utility and regulated environment - Working knowledge of Operations groups and the challenges they face day-to-day - Strong interpersonal and relationship development skills with the ability to effectively interact with internal and external customers - Strong verbal and written communication skills - Ability to prioritize assignments to meet commitments and to deal with engineering issues in a timely fashion - Problem-solving skills with the ability to arrive at pragmatic solutions to technical issues that represent the best engineered solution from the perspectives of cost, schedule and scope - Ability to coach and mentor more junior engineers and designers - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

Education

- Bachelor of Science Degree in Engineering - Minimum four (4) years of experience in a Utility environment applying sound judgment in decision-making

#### Experience

- Bachelor of Science Degree in Electrical Engineering - Previous experience working in Protection and Control for Transmission Systems

#### License/Certifications

- Professional Engineer or Professional Licensee designation - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Employee Relations Specialist

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Employee Relations Specialist provides guidance to leadership and employees on company policy, practices, state/federal employment laws, conducts internal workplace investigations and advises on employee performance issues.

**JOB DESCRIPTION:**

- Consults with managers and employees on variety of issues including Performance Management Plans, Corrective Action Plans, policy clarification, and discrimination and harassment complaints - Ensures all issues are resolved and escalated if/when necessary - Conducts investigations for all grievances and complaints that come into HR - Build relationship and trust with managers and employees across organization as well as multiple platform of job classifications - Provide opinion and suggestions on direction to management and employees - Create strategies with management for employees discipline and development - Acts as a liaison between managers and employees regarding performance issues and management. Drafts and delivers performance related documents - Promotes knowledge, understanding, and compliance regarding Company policy and relevant employment laws through coaching, presentations, and trainings - Create summaries and other documents as related to the Employee Relations function - Interact and work with team members outside of the Employee Relations team, such as Payroll, Benefits, Recruiting groups - Conducts Exit Interviews - Assists with other HR events and has a strong understanding of all aspects of employment and human resources related laws, regulations, policies, principles, concepts and practices - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Bachelor's degree required

Experience

- Experience working in a fast-paced organization - Progressive experience in Human Resources preferred, with a focus on employee relations, engagement, and conflict resolution

License/Certifications

Travel Requirements

N/A

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** HR Business Partner

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Human Resources Business Partner is responsible for aligning business objectives with employees and management in Corporate. The role assesses and anticipates HR-related needs. The position formulates partnerships across the HR function to deliver value-added service to management and employees that reflects the business objectives of the organization.

**JOB DESCRIPTION:**

- Consults with management, providing HR guidance when appropriate - Analyzes trends and metrics in partnership with the HR group to develop solutions, programs and policies - Manages and resolves complex employee relations issues; conducts effective, thorough and objective investigations - Maintains in-depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance; partners with the Legal department as needed/required - Provides day-to-day performance management guidance (e.g., coaching, counseling, career development, disciplinary actions) - Works closely with management and employees to improve work relationships, build morale and increase productivity and retention - Source applicants utilizing a variety of recruiting methods including, but not limited to, newspaper advertising, internet sources, colleges, professional publications and associations, and internal and external job fairs - Prepare job postings and distribute internally and externally - Represent the company at recruiting events including, but not limited to, external job fair(s), on-site job fair(s), and college recruiting event(s) - Works closely with management and employees to improve work relationships, build morale, and increase productivity and retention, especially as it relates to talent acquisition and talent management - Provides HR policy guidance and interpretation - Implements and executes mobility programs and services supporting employee short- and long-term transfers, assignments, country entry and domestic or international relocation - Advises managers on mobility policies and practices; gathers and completes required information and applications for processing - Assists international employees with expatriate assignments and related HR matters - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor's degree in: - HR or Business from accredited school 4 - 8 years of progressive experience in Human Resources.

**Experience**

- Experience with implementation of an applicant tracking system /HRIS preferred.

**License/Certifications**

Required Licenses/Certifications: - Certified Employee Benefit Specialist (CEBS) - Senior Professional in Human Resources (SPHR) - Global Professional in Human Resources (GPHR) Society for Human Resource Management Senior Certified Professional (SHRM-SCP)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate vehicle  
- Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Journeyman Lineworker

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for the construction, operation and maintenance of the Transmission and Distribution overhead and / or underground systems, equipment, and company facilities in accordance with company standards, policies and procedures, the Puerto Rico Utility Code, OSHA, and other regulatory requirements. The position is also key in the delivery of superior customer service and maintaining positive customer relations. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Constructs, maintains, and operates all aspects of the Transmission and Distribution Utility System for LUMA.
- Accountable for an industry leading safety culture for oneself, coworkers, and the public. Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions. Participate in daily tailboard safety meeting to understand associated hazards, mitigation, assigned tasks and contingency plans.
- When required, conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follow all safety policies and procedures and complies with OSHA rules and regulations.
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so. Operates all equipment properly and safely including following the rules of the road while driving a vehicle.
- Performs emergency repairs, trouble shooting, and electrical restoration safely and efficiently.
- Performs On Call (after-hours) outage response (regular on call rotation)
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, or other specialized equipment.
- Works on energized circuits by using approved "Live line" methods and procedures.
- Operates RBDs (Radial Boom Devices) and any other equipment as required.
- Utilizes proper rigging to raise and lower equipment.
- Install, remove, trouble shoot ,and read self-contained instrument metering.
- Demonstrated knowledge of live line techniques using barehand, hot sticks, and rubber glove work.
- Demonstrated skills in training of apprentices, development of team, and individual performance
- Other duties as assigned
- Follow all policies and procedures
- Perform major storm restoration work and associated drills as assigned

We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations: - Monacillos - Río Piedras - Carolina - Canóvanas

**REQUIREMENTS**

Education

- High School Diploma or equivalent (GED)

#### Experience

- Minimum 4 years' experience through a Powerline apprenticeship program - Previous on call and troubleshooting experience preferred - A proven safe work record, including driver's record. - Light Hydraulic Crane Certification or greater - Personal computer experience an asset - Proven safety performance - Perform major storm restoration work and associated drills as assigned

#### License/Certifications

- Valid drivers license - Ability to obtain a Heavy Duty Operator cat 8 or 9 License - Valid Journeyman Power Lineworker Certificate or recognized equivalent - Ability to obtain and maintain a Class A CDL - First Aid - Primeros Auxilios - RCP (Resucitación Cardio Pulmonar) - AED (Automated External Defibrillator)

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Journeyman Lineworker - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position is responsible for the construction, operation and maintenance of the Transmission and Distribution overhead and / or underground systems, equipment, and company facilities in accordance with company standards, policies and procedures, the Puerto Rico Utility Code, OSHA, and other regulatory requirements. The position is also key in the delivery of superior customer service and maintaining positive customer relations. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- Constructs, maintains, and operates all aspects of the Transmission and Distribution Utility System for LUMA.
- Accountable for an industry leading safety culture for oneself, coworkers, and the public. Promotes proactive safety activities by observing, analyzing, encouraging safe work behaviors, conducting audits, following safety policies and procedures and correcting unsafe conditions. Participate in daily tailboard safety meeting to understand associated hazards, mitigation, assigned tasks and contingency plans.
- When required, conducts a daily tailgate safety meeting and Job Hazard Analysis detailing the safe work plan associated with planned tasks.
- Follow all safety policies and procedures and complies with OSHA rules and regulations.
- Ensures equipment is maintained and operating properly and any employee operating equipment is certified to do so. Operates all equipment properly and safely including following the rules of the road while driving a vehicle.
- Performs emergency repairs, trouble shooting, and electrical restoration safely and efficiently.
- Performs On Call (after-hours) outage response (regular on call rotation)
- Regularly works above ground on poles or steel towers using climbers and a safety harness or operating man lift equipment, boom truck, crane, or other specialized equipment.
- Works on energized circuits by using approved "Live line" methods and procedures.
- Operates RBDs (Radial Boom Devices) and any other equipment as required.
- Utilizes proper rigging to raise and lower equipment.
- Install, remove, trouble shoot ,and read self-contained instrument metering.
- Demonstrated knowledge of live line techniques using barehand, hot sticks, and rubber glove work.
- Demonstrated skills in training of apprentices, development of team, and individual performance
- Other duties as assigned
- Follow all policies and procedures
- Perform major storm restoration work and associated drills as assigned

We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations. - Mayagüez - Aguadilla - Yauco - San Sebastián - San Germán - Quebradillas

**REQUIREMENTS**

Education

- High School Diploma or equivalent (GED)

#### Experience

- Minimum 4 years' experience through a Powerline apprenticeship program - Previous on call and troubleshooting experience preferred - A proven safe work record, including driver's record. - Light Hydraulic Crane Certification or greater - Personal computer experience an asset - Proven safety performance - Perform major storm restoration work and associated drills as assigned

#### License/Certifications

- Valid drivers license - Ability to obtain a Heavy Duty Operator cat 8 or 9 License - Valid Journeyman Power Lineworker Certificate or recognized equivalent - Ability to obtain and maintain a Class A CDL - First Aid - Primeros Auxilios - RCP (Resucitación Cardio Pulmonar) - AED (Automated External Defibrillator) Required: - IBEW Certification

#### Travel Requirements

40%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Constantly - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** HRIS Specialist

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The HRIS Specialist will perform a variety of day-to-day administrative Human Resource Information System (HRIS) functions ensuring data integrity and the processing and reporting of HR data. Incumbents work independently under general direction in which handles problems and non-routine situations by determining the approach or action to take and interprets guidelines, procedures, policies, and practices.

**JOB DESCRIPTION:**

- Confirms accuracy and integrity of all data entered, maintains data in HRIS systems and databases and assures information is available on a timely basis
- Performs group data updates, exports, imports, clean-ups, and researches/reports on any data discrepancies
- Delivers routine daily/weekly/monthly reporting and responds to basic to intermediate ad hoc data requests
- Oversees daily HRIS functions, implementation, updates, validate and reconcile accuracy data
- Analyze requests for HR related information and procedures and provides timely communication and correct information
- Conducts data analysis on such as compensation, classification, employment, employee relations, and/or benefits data as directed
- Provide support to the Human Resources team in the areas of metrics, performance review, and policy development
- Knowledge of principles, practices and standards of human resource administration in assigned area
- Exceptional analytical skills with ability to interpret data, detect trends, draw conclusions, and formulate recommendations
- Ability to demonstrate close attention to detail
- Performs other duties as assigned
- Follow all policies and procedures
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Is required: - Bachelor's degree or equivalent HRIS support experience. Is preferred: - Minimum Bachelor's degree with JDE knowledge preferred.

Experience

N/A

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Environmental Analyst

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Environmental Analyst is to plan, direct, coordinate, supervise and evaluate environmental activities while spending most of their time at operational centers or within transmission and distribution facilities. This position conducts environmental studies, analyses, investigations and inspections and specialized studies of moderate complexity and considerable scope to ensure the successful operation of the electrical system.

**JOB DESCRIPTION:**

- Conducts environmental impact analysis, studies, research and inspections in the air, water, and management of substances and wastes.
- Completes inspections and verifies compliance with applicable rules, regulations, environmental laws, orders and regulatory agencies.
- Conducts visits to work sites and works with project personnel to ensure compliance with environmental policies and regulations and monitor and report on environmental performance.
- Identifies areas of weakness and assists with developing an action plan to address.
- Assists in the development, evaluation and updating of environmental programs.
- Provides advice, training and support to internal and external clients on compliance with laws, regulations, policies, rules and procedures related to environmental protection programs.
- Prepares reports, contracts and completes government paperwork.
- Supports renewal or completion of environmental assessments necessary to support existing operations and capital projects.
- Maintains management information systems which identify the location of hazardous sites, chemical inventories, and complaint investigations.
- Develops and recommends solutions to eliminate pollution and environmental hazards.
- Designs and implements effective employee training programs.
- Performs research and reports and resolves findings based on the current environmental conditions.
- Prepares clear and detailed written reports about field inspections and incidents.
- Implements procedures to communicate environmental requirements to employees.
- Proficiency with Microsoft Office applications required
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Engineering, Environmental Sciences or Natural Sciences from an accredited university or college

**Experience**

- > 1 Year

**License/Certifications**

- Driver's License

#### Travel Requirements

Travels: Yes Percent of time: 50% Overnight required: Yes

#### Physical Demands

- Stationary Position -Seldom - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Constantly - Grab - Constantly - Bend - Constantly - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** HR Recruiting Assistant

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager of Talent Acquisition and Workforce Planning, the Human Resource Recruiting Assistant facilitates the hiring process by assisting the Human Resources Department with its recruiting and Talent Acquisition strategies.

**JOB DESCRIPTION:**

- Conducts employment related research and assists recruitment team with electronic and other methods of sourcing of qualified candidates
- Assists recruitment team with customized screening and initial contact of applicants to determine qualification and interest level
- Refers appropriate candidates to recruiter and/or hiring supervisor
- Provides support coordination of recruitment projects and related services to supervisors, hiring managers, recruitment team members, and others
- Participates in and provides analytical support in design, development, and implementation of recruitment projects and programs
- Attends and participates in job fairs, community activities, and other public and departmental recruitment-related events
- Represents and promotes organization to potential applicants by providing information, responding to questions, and collecting applicant data
- Serves as point of contact for provision of consultative service to hiring authorities
- Serves as resource for recruitment policies, procedures, and practices to supervisors, HR staff, and others. Refers to recruiters and other staff as appropriate
- Assists with identifying issues affecting recruitment and implementing recruitment activities to continuously improve process
- Performs other duties as assigned
- Follow all policies and procedures.
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- High school diploma or equivalent is required Preferred Education and Experience: - Bachelor's degree

**Experience**

- Preferred previous experience in human resources and recruitment.

**License/Certifications**

- PMP Certification Training

**Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

**Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom
- Grab: Frequently - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Environmental Specialist

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position conducts complex environmental studies, analyses, investigations and inspections and specialized techniques of moderate to high complexity and considerable scope to ensure the successful operation of the electrical system.

**JOB DESCRIPTION:**

- Conducts complex environmental impact analysis, studies, research and inspections in the air, water, and management of substances and wastes at facilities; issues recommendations and verifies compliance with applicable rules, regulations, environmental laws, orders and regulatory agencies. - Provides and implements recommendations for improvement of environmental standards and procedures to improve the degree of environmental protection while maximizing operational efficiency. - Collects data and participates in studies and research on environmental protection for the writing of reports, documentation of cases and updating of information and presents recommendations on assigned work.
- Provides expert-level advice through evaluating products, services, programs, and equipment to verify compliance with standards, guides, and specifications. - Leads studies and work processes to promote the effectiveness and quality of the service. - Prepares reports and statistics to be used in the development of work plans and business strategies and ensures the accuracy and reliability of the information and data provided. - Acts as a consultant in his or her area of competence, provides advice, training and support to internal and external clients on compliance with laws, regulations, policies, rules and procedures related to environmental protection programs. - Appears in administrative proceedings and courts in their area of expertise as needed. - Participates in larger, multi-disciplinary projects and work teams for presenting reports and recommendations. - Updates knowledge related to his or her field of work and area of competence, and acts as a resource in training, seminars, conferences and other continuing education activities. - Excellent written and verbal communication skills in Spanish and English
- Proficiency with Microsoft Office applications required - Perform major storm restoration work and associated drills as assigned. - Follows all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Engineering, Environmental Sciences or Natural Sciences from an accredited university or college

**Experience**

- > 6 Years

**License/Certifications**

- Driver's License

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position -Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - Frequently - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Field Technician, Vegetation Mgmt

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position conducts condition assessments interact with property owners, and develop vegetation maintenance prescriptions. This field-based position meets with land-owners, prepares landowner consent documents and obtains permission and approval for the planned vegetation control activities from private landowners and public agencies. We have positions available at the following offices. During the interviewing process, our recruitment team will work with you on your preferences of office locations:

- Arecibo - Manatí/Vega Baja - Corozal/Barranquitas - Utuado

**JOB DESCRIPTION:**

- Conduct field assessment of condition of vegetation in proximity to Transmission and Distribution circuits
- Develop site-specific vegetation maintenance prescriptions for Transmission and Distribution projects
- Conducts property owner notification of planned vegetation maintenance work
- Support General foremen and vegetation maintenance crews in clarifying prescribed work
- Perform post-work evaluations
- Patrols power line rights-of-way, documents vegetation conditions, and recommends remedial actions
- Measures vegetation management sites, details the scope of work required, and negotiates with landowners for permission to complete the required vegetation control work
- Identifies, documents, and marks danger trees and vegetation hazards
- Negotiates landowner consent for proposed vegetation control work
- Performs post work inspections vegetation maintenance projections
- Ability to work independently and effectively in a self-directed manner with a demonstrated interest in vegetation
- Excellent customer communication skills
- Comfortable working with field enabled technology
- Follow all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Technical Diploma in Forestry or related field and/or BSc. in forestry or related natural resource disciplines.

Experience

- Familiarity with vegetation management processes and vegetation maintenance practices Preferred: - Relevant experience working in the utility vegetation management industry.

License/Certifications

- Valid driver's license

Travel Requirements

20%

Physical Demands

- Stationary Position: Seldom - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Frequently - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Frequently - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Frequently - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Frequently - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Carrier Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for IT/OT and Telecom engineering functions including the supporting the overall telecommunications plan and roadmap for utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

- Comprehensive understanding of carrier technologies and equipment and how it ties to the business - Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines
- Experience designing and testing time sensitive protection circuits - Experience in telecom tower design, other telecom designs and OT/OT designs - Responsible for development, update and ownership of Telecom and IT/OT Design Control Document standards - Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations.
- Responsible for engineering practices and tools - Initiates process improvements, preparation and changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25. - Strong technical knowledge of FCC and ISO rules and regulations. - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Required: - Bachelor of Science Degree in Engineering Preferred Education: - Bachelor of Science Degree in Electrical Engineering (Telecommunications)

**Experience**

- Minimum four (4) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Previous experience working in public or private carrier or service provider - Previous experience working with Substation and Transmission Line protection design.

**License/Certifications**

- Engineer's License issued by the College of Engineers and Surveyors of Puerto Rico or Engineer in Training Certificate issued by the Examining Board of Engineers and Surveyors of Puerto Rico.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Engineer, Lan Wan

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for IT/OT and Telecom engineering functions including the supporting the overall telecommunications plan and roadmap for utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

- Comprehensive understanding of carrier technologies and equipment and how it ties to the business - Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines
- Experience designing and testing time sensitive protection circuits - Experience in telecom tower design, other telecom designs and OT/OT designs - Responsible for development, update and ownership of Telecom and IT/OT Design Control Document standards - Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations.
- Responsible for engineering practices and tools - Initiates process improvements, preparation and changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25. - Strong technical knowledge of FCC and ISO rules and regulations. - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - -Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering (Telecommunications) Preferred Education Bachelor of Science Degree in Electrical Engineering (Telecommunications)

**Experience**

- Minimum four (4) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Previous experience working in public or private carrier or service provider - Previous experience working with Substation and Transmission Line protection design.

**License/Certifications**

- Professional Engineer or Professional Licensee designation. - Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Manager, IT OT Telecom Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the leadership and development of the IT/OT Telecom Engineering team in order to meet strategic deliverables and project targets. The leader will drive the overall telecommunications plan and roadmap to support utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

- Comprehensive understanding of carrier technologies and equipment and how it ties to the business
- Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines
- Experience designing and testing time sensitive protection circuits
- Experience in telecom tower design
- As the owner of the Telecom Design Control Document ensure standards are followed and updated
- Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations.
- Responsible for engineering practices in the group and manages escalated engineering issues
- Initiates process improvements, preparation and changes to standards, or recommendations in the field as required
- Monitors consolidated business metrics to ensure targets are met and identify trends, issues
- Ensures competency of staff by ensuring there is professional responsibility for all Engineering work
- Optimizes the use of resources across the group and liaisons with the other Managers and Supervisors to ensure operational and strategic targets can be met
- Provides leadership and direction for new initiatives within the group and to senior leaders.
- Develops and manages the strategic application of human resources within the IT/OT Engineering Group
- Ensures all direct employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated
- Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Managing and maintaining relationships with Managers and Supervisors in the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations
- Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25.
- Strong technical knowledge of FCC and ISO rules and regulations.
- Strong business knowledge in the utility & regulated environment
- Working knowledge of our Operations groups & the challenges they face day to day
- Follows all policies and procedures
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering (Telecommunications) Preferred Education: Bachelor of Science Degree in Electrical Engineering (Telecommunications)

#### Experience

- Minimum eight (8) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Proven leadership skills & ability to nurture/coach professionals & field employees - Previous experience working in public or private carrier or service provider - Previous experience working with Substation and Transmission Line protection design.

#### License/Certifications

- Professional Engineer or Professional Licensee designation. - Valid Engineering License issued by the Examining Board of Engineers and Surveyors of Puerto Rico and Active Member of the College of Engineers and Surveyors of Puerto Rico.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- Seldom

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**JOB TITLE:** Sr Carrier Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for IT/OT and Telecom engineering functions including the supporting the overall telecommunications plan and roadmap for utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

- Comprehensive understanding of carrier technologies and equipment and how it ties to the business - Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines
- Experience designing and testing time sensitive protection circuits - Experience in telecom tower design, other telecom designs and OT/OT designs - Responsible for development, update and ownership of Telecom and IT/OT Design Control Document standards - Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations. - Responsible for engineering practices and tools - Initiates process improvements, preparation and changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25. - Strong technical knowledge of FCC and ISO rules and regulations. - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - -Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering (Telecommunications) Preferred Education Bachelor of Science Degree in Electrical Engineering (Telecommunications)

**Experience**

- Minimum four (4) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Previous experience working in public or private carrier or service provider - Previous experience working with Substation and Transmission Line protection design.

**License/Certifications**

- Professional Engineer or Professional Licensee designation.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Sr Telecom Engineer

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for IT/OT and Telecom engineering functions including the supporting the overall telecommunications plan and roadmap for utility transformation through technology, software, standards and regulatory requirements.

**JOB DESCRIPTION:**

- Comprehensive understanding of carrier technologies and equipment and how it ties to the business - Experience with VHF, UHF and fiber design technologies and standards including antennas and feedlines
- Experience designing and testing time sensitive protection circuits - Experience in telecom tower design, other telecom designs and OT/OT designs - Responsible for development, update and ownership of Telecom and IT/OT Design Control Document standards - Working closely with the business, especially the IT/OT Business, to gather business and technology requirements while considering ongoing maintenance cost and systems integrations. - Responsible for engineering practices and tools - Initiates process improvements, preparation and changes to standards, or recommendations in the field as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with the field and with peers within and external to LUMA Electric
- Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Strong technical knowledge in IP networks, carrier equipment and the implementation of LTE and P25. - Strong technical knowledge of FCC and ISO rules and regulations. - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Bachelor of Science Degree in Engineering (Telecommunications) Preferred Education Bachelor of Science Degree in Electrical Engineering (Telecommunications)

**Experience**

- Minimum four (4) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Previous experience working in public or private carrier or service provider - Previous experience working with Substation and Transmission Line protection design.

**License/Certifications**

- Professional Engineer or Professional Licensee designation.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions- N/A

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**JOB TITLE:** Section Manager, Portfolio Management

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position is responsible for execution and leading enterprise wide, cross functional strategic initiatives for LUMA. The position provides leadership for our IT/OT project managers, including implementations, upgrades and other ancillary on-premises and cloud applications. This position drives continuous improvement to business processes and business results by developing standards in project execution. The position works closely with business and technical leadership, serving as an expert resource, bringing forth opportunities to better the business and influence decisions regarding business process changes. This position will ensure project results are of the highest caliber, with a clearly articulated scope and quantifiable business benefit/value realization.

**JOB DESCRIPTION:**

- Completes field observations to evaluate and effectively implement safety policies, programs, systems and training - Assists regional leadership with the overall strategy and to ensure continuous improvement of safety performance - Facilitates incident investigations, root cause analyses and corrective actions for all incidents - Helps identify safety training needs and training gaps of field crews - Inspects and evaluates workplace environments, equipment, or practices to ensure compliance with safety standards and government regulations - Communicates and maintains working relationships with employees, supervisory personnel, state and local officials, consultants and contractors - Assists in developing training procedure manuals, guides, or course materials, such as handouts or visual materials - Reinforces safety culture with field crews - Strong organizational, interpersonal, and communication skills - Excellent organizational and priority setting abilities - In-depth knowledge of federal, state and local safety laws and requirements - Excellent written and verbal communication skills in English and Spanish - Proficiency with Microsoft Office applications required - Perform major storm restoration work and associated drills as assigned. - Adheres to internal standards, policies and procedures - Performs other duties as assigned

**REQUIREMENTS**

Education

Required:

Post-secondary diploma in Business Administration, Information Systems, Computer Science, Information Technology, Certification in Change Management or a related discipline or equivalent experience

Preferred:

A Bachelor's Degree in Business Administration, Information Systems, Computer Science, Information Technology, PMP certification or a related discipline preferred

Experience

Required:

Experience in project delivery and capacity, including all aspects of process development and execution.  
5-10 years of experience in IT/OT Industry and leadership responsibility managing at the program level, midsize to large teams and influencing senior-level management and key stakeholders

License Certification

Preferred:

PMP Certification

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**JOB TITLE:** Disputes Land Representative

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Land Appraiser is responsible for the appraisal and valuation of real estate to support company land acquisition activities, settlement of damage claims relating to new construction and maintenance activities, negotiating annual payment reviews on existing company facilities, or in other circumstances as required, in order to provide the necessary valuations of land for the acquisition or administration of land rights for user groups. Also is responsible for the valuation and recommendation of lease contracts.

**JOB DESCRIPTION:**

- Complete valuation studies for purchases for land required for substation sites, radio tower sites, storage sites, offices and warehouse buildings to develop project budgets - Complete valuations studies for acquisition of easements for transmission lines, distribution lines, or other installations to develop project budgets - Liaise within department and user groups to develop land valuations for various projects. - Assist Land Agents in resolving discrepancies in valuation assessments with private landowners and occupants/lessees as required - Document, assess, and revise valuations during negotiations with landowners - Support Planning and other initiatives in the development of proposals to meet the needs of our user groups that require land valuations; including project feasibility studies, prompt and accurate response to requests for information, technical input, cost estimating. - Coordinate obtaining third party valuations where required to have outside land appraisals completed. - Attend topical seminars and courses to expand knowledge and to stay current with land related issues. - Assist the land agents and the land manager in negotiation in the acquisition of properties or rights of easement in strict compliance with the applicable regulations - Will review appraisals made by external appraisers in compliance with applicable regulations and will appear in court in eminent domain cases if required. - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned; assist in post major event analysis - Follow all policies and procedures

**REQUIREMENTS**

Education

Bachelor's degree from a recognized institution

Experience

- Experience in land appraisals and in land rights field - > 3 Years of experience is preferred. - Must be skilled with communicating with land agents and other user groups to explain valuation methodologies and determinations. - Must be familiar working in Microsoft Office environment; including experience with Excel and Word. - Strong comprehension and ability to apply land valuation concepts related to the electrical utility industry. - Excellent written, oral, presentation, interpersonal, relationship building skills. Work experience in an electrical or other public utility with knowledge of land rights processes is preferred.

#### License/Certifications

Required: - Authorized Professional Evaluator (EPA), the Certified Residential Appraiser (CRA), and the Certified General Appraiser (CGA) - Must have necessary certifications to perform land appraisals in Puerto Rico - Valid driver's license Preferred: - Other Puerto Rico certification in land rights field or land valuations. Real estate knowledge

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - N/A - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Title Researcher

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Representative, Title Research is responsible for the research of titles to determine land ownership in support of company land acquisition activities, settlement of damage claims relating to new construction and maintenance activities, , or in other circumstances as required, in order to provide the necessary land ownership and title information and definition of land ownership for user groups. It also has direct contact with the Puerto Rico Property Registry and follows up on documents presented. Works with the Manager, Lands and other assigned personnel to correct any problems pertaining the inscription of easement or property rights.

#### **JOB DESCRIPTION:**

- Complete title research to determine land owners affected by existing easements or proposed easements for transmission lines, distribution lines, or other installations
- Complete title research to determine land owners for purchases for land required for substation sites, radio tower sites, storage sites, offices and warehouse buildings
- Complete title research to determine land owners affected by existing easements or proposed easements for transmission lines, distribution lines, or other installations to allow notifications of company activities (such as vegetation management or other maintenance activities)
- Liaise within department and user groups to determine title research requirements
- Liase with Catastro to ensure that best information is used for survey affected by existing land rights
- Create summary documents with supporting title documentation to communicate land ownership for user groups
- Assist Land Agents and Manager, Lands in resolving discrepancies in title tract or registry related issues with private landowners and occupants/lessees as required
- Support Planning and other initiatives in the development of proposals to meet the needs of our user groups that require title research; including project feasibility studies, prompt and accurate response to requests for information, technical input, cost estimating.
- Attend topical seminars and courses to expand knowledge and to stay current with real estate law, notarial law and related issues.
- Obtain additional information through other government agencies such as municipalities and CRIM (Centro de Recaudación de Ingresos Municipales)
- Follow up on the documents presented to the registry until they are registered.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned; assist in post major event analysis
- Follow all policies and procedures.

#### **REQUIREMENTS**

##### **Education**

Required Education and Experience - Minimum requirement is for a related degree from a recognized institution - Experience in title research in Puerto Rico - Experience with Puerto Rico Property Registry - Knowledge of KARIBE system - Experience with the operation of government agencies and CRIM system - Must be skilled with communicating with land agents and other user groups to explain land title information, methodologies, and determinations. - Must be familiar working in Microsoft Office

environment; including experience with Excel and Word - > 3 Years Preferred Education and Experience - Real estate courses, pre legal, bachelors degree preferred - Work in a regulated utility environment - Experience with title research either in commercial and residential banking or government - > 3 Years Experience

> 3 Years

#### License/Certifications

Required Licenses/Certifications - Degree in a related field of study with experience working in a professional office environment. - Work experience in title research and real estate - > 3 Years Preferred Licenses/Certifications - Work experience in an public utility with knowledge of land rights processes.

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - N/A - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Frequently Other Environmental Factors including weather conditions

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**JOB TITLE:** Land Agent

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Surveyor is responsible for the survey of lands in support of company land acquisition activities, settlement of damage claims relating to new construction and maintenance activities. Supervises outside surveyors and reviews their work for purposes of compliance with applicable regulations. Recommends and guides internal and external personnel on the acquisition proceedings from a technical aspect. May serve as internal surveyor in easement invasion processes

**JOB DESCRIPTION:**

- Complete survey of existing easements or proposed easements for transmission lines, distribution lines, or other installations to develop project budgets - Complete survey for purchases for land required for substation sites, radio tower sites, storage sites, offices and warehouse buildings to develop project budgets - Liaise within department and user groups to develop survey plan required - Liase with Catastro to ensure that best information is used for survey affected by existing land rights - Create survey plans to complete requests of user groups - Assist Land Agents in resolving discrepancies in surveys with private landowners and occupants/lessees as required - Support Planning and other initiatives in the development of proposals to meet the needs of our user groups that require land valuations; including project feasibility studies, prompt and accurate response to requests for information, technical input, cost estimating. - Coordinate obtaining third party surveys where required to have outside parties to complete the land survey. - Attend topical seminars and courses to expand knowledge and to stay current with land and survey related issues. Will comply with regulation and law requirements in this area - Will review surveys made by external surveyors in compliance with applicable regulations and will appear in court in eminent domain cases if required. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned; assist in post major event analysis - Follow all policies and procedures

**REQUIREMENTS**

**Education**

- Bachelor's degree in Surveying, Topography and Mapping (BSST) - Minimum requirements for the Puerto Rico survey license.

**Experience**

- Experience in land surveys in Puerto Rico. - Work experience in land rights field and eminent domain proceeding. - Experience in eminent domain processes and public services. - Strong comprehension and ability to apply land survey concepts related to the electrical utility industry. - Excellent written, oral, presentation, interpersonal, relationship building skills. - Must be skilled with communicating with land agents and other user groups to explain survey plans, methodologies, and determinations. - Must be familiar working in Microsoft Office environment; including experience with Excel and Word. Preferred: -

> 3 years of experience - Work experience in an electrical or other public utilities with knowledge of land rights processes. - Experience in a regulated utility environment. - Experience in obtaining territorial rights through expropriation process in Puerto Rico.

#### License/Certifications

- Valid License issued by the Puerto Rico Examining Board of Engineers and Surveyors. - Be an active member of the Puerto Rico College of Engineers and Surveyors. - Must have necessary certifications to perform land surveys in Puerto Rico. - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 70% Overnight required: No

#### Physical Demands

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - N/A - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Frequently - Working near or on heavy machinery - Frequently - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Frequently Other Environmental Factors including weather conditions

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**JOB TITLE:** Land Surveyor, Trans

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Land Surveyor, Transmission Engineering is responsible for geotechnical and structural surveying issues; surveying for foundations of Line, Telecom and Substation; and site grading for new and upgrading of transmission line and substation facilities and overall land surveying for Transmission & Distribution (T&D) facilities.

**JOB DESCRIPTION:**

- Complete land surveys for various T&D projects, including line routing or rerouting and right of ways - Review and support specifications for completeness and consider practical limitations of project scope related to survey work - Coordination of land surveying activities as a member of a multi-disciplinary team of engineers - Lead and support land survey work for seismic, civil and geotechnical projects - Work planning, coordination, and cost estimating - Support and improve civil design drawings - Participate in procurement of equipment - Follow, develop and improve engineering and project processes and standards - Assist the Supervisor, Line Engineering Design in managing engineering/land surveyor contractors - Provide land surveyor support to field organizations - Provide land surveyor direction to other team members - Provide cost estimates for land surveying portion of the proposed project - Strong analytical and problem-solving skills with a well-rounded technical aptitude - Working knowledge of the Operations groups and challenges they face day-to-day - Strong interpersonal, relationship development and teamwork skills with the ability to effectively interact with internal and external customers - Strong verbal and written communication skills - Strong organizational skills with the ability to prioritize assignments to meet commitments - Follows all policies and procedures - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor of Science Degree in Geomatics Engineering

**Experience**

- Minimum five (5) years of experience in a Utility Environment applying sound judgment in decision-making

**License/Certifications**

- Land Surveyors License/Certification - Valid Driver's license

**Travel Requirements**

- Travels: Yes - Percent of time: 50% - Overnight required: Yes

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Frequently - Climb - Frequently - Kneel - Frequently - Grab - Frequently - Bend - Frequently - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Frequently - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Chief Pilot, Aviation

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for overseeing all pilots in support of the operations department. Responsible for complying with all company, State and Federal Aviation Regulations in order to safely and efficiently operate aircraft to support the operations of the company.

**JOB DESCRIPTION:**

- Company Pilot duties as a revenue producer pilot 25% of the time - Maintain a staff of pilots with the knowledge and skill required to operate the various types of aircrafts in the different operations conducted by the Company - Responsible for all FAR Part 91, 133 and 135 flight operations - Maintain and revise the FAR 135 Flight Operations Manual, Training Manual and Company Rotorcraft Load Combination Flight Manual (RLCFM) - Maintain a liaison with the FAA in regards to operating certificates, exemptions and regulations pertaining to the operation of all aircraft - Sign all FAA Operations applications, requests and correspondence - Maintains and updates Pilot Training and Record Books - Supervises all pilots and is responsible for their performance and compliance to Company policies and procedures, and all FAA requirements - Reviews operational procedures and revises as required ensuring that they accurately reflect current policy and procedures - Thorough knowledge and understanding of all Company procedures and policies as set forth in the Company Manual(s) and all applicable Federal Regulations, Certificates and Operations Specifications - Directs all initial and reoccurring training and testing of pilots - Responsible to disseminate all required information to pilots concerning routes, airports, NOTAMS, NAVAIDS and changes to Company policies and procedures - Maintains proficiency as FAR Part 91, 133, and 135 Pilot-In-Command - Monthly Pilot & Crew audits/mentoring. Conduct thorough evaluation visits, at minimum 2 per month, to both **◆contract◆** and **◆at large◆** crews. Records findings and reports to DFO after each visit - Enforce By the Book and the Safest Approach Technique - Kick off special projects - Must be willing to be on-call 24 hours, 7 days per week - Strong verbal and written communication skills, including technical communication skills - Strong team player and customer service, professionalism and diplomacy skills - Strong organization and time management skills with the ability to adapt to changing priorities - Computer proficiency in all required aviation applications. Mathematical aptitude required. - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

High School Diploma

Experience

- Employee must hold all applicable licenses to perform the duties and have a minimum of five years aviation supervisory experience. Exam Requirements (passed the following exams required for this class):  
Knowledge Assessment Medical examination

#### License/Certifications

Employee must hold all applicable licenses to perform the duties and have a minimum of five years aviation and 1500 hours experience.

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Frequently - Kneel: Frequently - Grab: - Bend: Frequently - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Frequently - Working near or on heavy machinery: Frequently - Working in high places: Frequently - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Frequently - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Frequently - Other:

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**JOB TITLE:** Analyst, Operational System

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

This position will ensure all pertinent situational information and data is available and up to date for the consumption by the System Operation team. The position will coordinate with relevant departments regularly to obtain recent data. The position will also monitor information systems, government announcements, weather warnings, websites and identified anything of value that could affect adversely the Electric system. The position will also participate in the continuous improvement of the situational awareness systems by identifying business requirements and working closely with the System Operations staff as a liaison with the GIS team.

#### **JOB DESCRIPTION:**

- Collect relevant information and data that affect or may affect the Electric System.
- Process the information and data and comprehensively organize the information (through reports, datasheets, system updates, etc.) for the consumption by System Operations personnel.
- Review frequently with the System Operation personnel their needs and prepare business requirements.
- Represent the group on projects relevant to System Information and Situational awareness, monitor projects and provide decisions when required.
- Do prediction and scenario planning during an evolving situation.
- During events, prepare visual information on the current situation to help the emergency team manage the situation.
- Act as liaison with the GIS team to help improve the systems
- Participate in the technical decisions and provide advice and recommendation on system upgrades and integrations.
- Conducts complex evaluations and investigations for report writing and updating information, and issues recommendations aimed at measuring efficiency, quality of services, and expected results.
- Conducts interviews, field visits, inspections, and intervenes in conflict situations and obtains information to be used in studies, investigations, and identification and handling of claims and service needs.
- Interprets and evaluates relevant information and recommend viable options for troubleshooting or determining courses of action.
- Evaluates products, services, programs, and equipment to verify compliance with standards, guides, and specifications.
- Participates in studies, work processes, and technologies to promote the effectiveness and quality of the service.
- Process, handle, and follows up on documents related to assigned activities .
- Responds promptly and seeks quick and effective solutions to issues that impact the assigned activities and projects and keeps his or her supervisor informed.
- Prepares reports and statistics to be used in the development of work plans and business strategies and ensures the accuracy and reliability of the information and data provided.
- Follows all policies and procedures
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

#### **REQUIREMENTS**

##### **Education**

- Bachelor's degree from an accredited university or college, specializing in disciplines in accordance with the academic requirements of the position.

#### Experience

- Four years of experience in administrative, technical, and specialized activities related to the area of work to which the position is assigned. - > 3 Years

#### License/Certifications

- Complies with the training required by law according to the requirements of the position. - Driver's License.

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_

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**JOB TITLE:** Operational Accountant, Work Excellence

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Operational Accountant, is a key member of the Operational Excellence Team responsible for providing analytical expertise across Operations. The role is responsible for developing the processes, analysis, and reports, that enable data driven decision-making within Operations. This role works closely with Leadership positions within the department to help monitor, and drive improvements to the Operational department metrics. There are 2 positions available with the Operational Excellence function, and the preference is to have 1 candidate with a strength in finance and accounting, and 1 candidate with a strength in data analytics and analysis, to complement and support each other on the operational metric work to be done on the team. The Analyst will provide expert analytics support through database work, data visualization, and statistical analysis. The analytics will drive initiatives within the Operations department aimed at: (1) Ensuring the highest level of workforce optimization (2) Ensuring targets for key performance metrics are achieved. (3) Tracking performance against department benchmarks including budget, KPIs, etc.

#### **JOB DESCRIPTION:**

- Collect and organize data from various systems and sources.
- Analyze, evaluate, and manipulate the data to develop useful conclusions.
- Monitor, measure, and analyze key performance indicators (KPIs), metrics, and other data.
- Develop reports, presentations, business cases, to support data-driven decision-making.
- Work closely with stakeholders within the department to understand their data-analytics needs.
- Develop or support the implementation of systems and tools to streamline the data collection process and facilitate decision-making.
- Analyze existing processes to drive continuous improvement initiatives based on analysis and reporting of available data.
- Work closely with accounting, IMO and other managers within the department to support business cases, strategic planning analysis, and ongoing business improvement and reporting.
- Will work with accounting systems such as Oracle or similar.
- Will work with management systems such as Storms, OMS, Dispatcher, etc.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.
- Other duties as assigned.

#### **REQUIREMENTS**

##### **Education**

- High School Diploma is required.
- University Degree or College Diploma in a Technical Discipline is strongly preferred, especially Accounting.
- Combination of exceptional finance or data analytics knowledge and experience will be considered in lieu of prerequisite education requirements.

##### **Experience**

- Minimum 3 years experience in a similar role.
- Sufficient higher-education and specialist training will be considered in lieu of required experience.
- Scope of work and responsibilities can be tailored for

candidates with significant higher levels of experience. - Operational Accountant - Purchase order - Oracle software

#### License/Certifications

- Intimate familiarity with databases, data analytics tools, and data visualization software (ie. PowerBI)

#### Travel Requirements

#### Physical Demands

- Stationary Position: Constantly - Pushing / Pulling / Reaching: Occassionally - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift / Carry: Seldom, up to 20lbs - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for communicating with others and operating a vehicle

#### Working Conditions

- Wet or Humid: Occassionally - Working near or on moving mechanical parts: Occassionally - Working near or on heavy machinery: Occassionally - Working in high places: Occassionally - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Occassionally - Work with electricity: Occassionally - Work with explosives: Seldom - Work on or near a source of radiation: Seldom - Loud noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: Seldom - Other: N/A

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**JOB TITLE:** Business Analyst, Voice of the Customer

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Business Analyst, Voice of the Customer reports to and supports the Supervisor, Process Improvement in the Voice of the Customer Program. The role collects data throughout the customer lifecycle and creates reports that clearly identify areas of opportunity for customer experience and process improvements. The Business Analyst has a solid understanding of business processes, available data, reporting capabilities (routine and ad hoc), and the IT systems that support those processes. This role works with Customer Service Leadership when changes are recommended to improve the customer experience, operational metrics, and financial impacts.

#### **JOB DESCRIPTION:**

- Collect and consolidate data from multiple sources throughout the customer lifecycle and at critical touchpoints including from customer surveys, focus groups, speech analytics, text analytics, employee surveys, etc.
- Use advanced business process analysis and analytical skills to create reports that clearly identify areas of opportunity for customer experience and process improvement
- Develop and recommend actions required to minimize reduced revenue due to poor customer experiences while looking for opportunities to continually improve the business
- Track CSAT and relate it back to each identified process improvement area along with the process improvement implemented
- Obtain CSAT and customer experience information from various stakeholders and functional groups, from front line staff to senior leaders, to support the identification of areas of improvement then utilize data analytics to support recommended actions.
- Strong facilitation skills to guide cross functional teams to a desired result
- Analyze customer satisfaction, by issue, for both internal and external contact centers
- Document and share customer studies that consist of both qualitative and quantitative research steps
- Determine how the customer experience is impacting revenue and causing cost damage then create improvement opportunities
- Lead change management plans for new process improvement initiatives and coordinate with change management leads identified in other CX departments
- Proficiency in Microsoft Office Applications (Word, Excel, Outlook, PowerPoint)
- Strong verbal and written communication skills to relay information in a clear, concise, and timely manner
- Strong organizational skills, self-motivated with the ability to work independently in a complex and dynamic environment
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

#### **REQUIREMENTS**

Education

- Bachelor's Degree

Experience

- 3+ Years of experience in within customer service quality assurance. - General knowledge of electric utility business processes and the IT systems that support them. - Project management skills, including planning, executing, controlling, closing, and experience in managing multiple initiatives of various scope and size. - Experience in business analysis and documentation of projects including problem definition, requirements definition, business process modeling, reporting, data analytics, business cases, and actionable recommendations. - Communications and presentation experience to senior leaders. - Quality, data analytics and process improvement experience Preferred: - 6+ Years - Training and experience applying quality improvement methodologies (LEAN, Six Sigma).

#### License/Certifications

- Valid Driver's License

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Business Strategy Specialist

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Manages and coordinates technical research, strategic planning, and change management activities for the Company's Business Transformation team, which is responsible for developing and delivering collaborative, cross-functional programs and initiatives to transform the utility in the areas of renewable energy, grid modernization, and distributed energy resources.

**JOB DESCRIPTION:**

- Collaborates with cross-functional teams of managers, engineers and analysts on innovative strategic initiatives to transform organizational systems and processes.
- Manages technical studies and strategic planning activities for renewable energy, minigrids, energy efficiency, and demand response programs.
- Leads the preparation, quality control, and delivery of analysis, reports, communications, and presentations for senior leadership and key external stakeholders.
- Conducts business process analyses, financial analyses, and statistical analyses to generate insights on business problems.
- Uses strong attention to detail skills to prepare business plans to support management decision-making and to ensure implementation aligns with organizational strategy and goals.
- Leads and facilitates solution-development activities through design thinking processes, workshops, focus groups, and interviews.
- Develops and maintains analytical tools for streamlining and automating the tracking, monitoring, and reporting of key performance indicators.
- Maintains effective relationships with internal staff and external stakeholders. Promotes teamwork, a positive work environment, and collaborative problem-solving.
- Excellent analytical and quantitative skills, including data analytics and statistics.
- Excellent verbal and written communication skills, and experience presenting to senior leaders.
- Strong project management skills and experience in managing multiple initiatives of various scope and size.
- Follow all policies and procedures.
- Perform major storm restoration work and associated drills as assigned.
- Perform other duties as assigned.

**REQUIREMENTS**

**Education**

Required Education: - Master's Degree in Business Administration (MBA) from an accredited University or college.

**Experience**

Required Experience: - At least five years of experience in technical and specialized activities in a field relevant to the position.

- A working understanding of the electric utility business model. Previous experience working at a Transmission & Distribution utility is considered an asset.

**License/Certifications**

**Travel Requirements**

- Travels: Yes. - Percent of time: 30%. - Overnight required: Yes.

#### Physical Demands

- Stationary Position - Constantly. - Pushing/Pulling/Reaching - Seldom. - Climb - Seldom. - Kneel - Seldom.  
- Grab - Seldom. - Bend - Seldom. - Lift/carry over - 10 - 30 LBS. - Vision - 20/20 Corrected Vision. - Hearing  
- Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - N/A. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A. - Other Environmental Factors including weather conditions- N/A.

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**JOB TITLE:** Analyst, Key Accounts

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Analyst, Key Accounts is responsible for activities that contribute to optimizing business processes and gaining operational efficiencies. This position reports to the Manager, Key Accounts. This role performs business process analysis to generate key insights for process development or enhancement. This includes defining business problems, quantifying the business benefit of solving the problems, leading, and facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also oversees the implementation of solutions and reporting to measure the impact of changes. The Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes and to work effectively across teams to design and rollout changes to policies and processes. This position works closely with Customer Experience leadership when changes are required to business processes or applications.

**JOB DESCRIPTION:**

- Coach and mentor employees across Customer Experience to develop strong data-based problem statements, business cases, and submissions to the steering committee or other leadership teams.
- Guide Associate Analyst efforts and synthesize their findings into key actionable business insights. As appropriate, provide informal and situational leadership to junior staff and/or employees in other groups and departments
- Create and maintain all levels of business documentation for the projects including training documentation. Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist and create and manage an inventory for future documentation projects.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities
- Create project plans for specific business process improvement projects that have been identified in the department's business plan
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess business requirements and develop recommendations for process and technology improvements to meet customer and business needs.
- Identify and assess risks and complete a cost-benefit analysis for the suggested recommendation options.
- Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be"). Develop and implement recommendations for quality assurance controls. Ensure all current and future state policies and procedures are compliant with local laws, LUMA policies, and safety procedures.
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making.
- Support, enhance and develop analytical tools that facilitate decision-making.

- Create quality and performance measures to manage and report ongoing performance of the procedures  
- Perform validation by engaging subject matter experts - Document business procedures using standard methods and templates, including training material adhering to adult learning methodologies and best practices for various delivery methods (i.e., in-class, on-line, e-learning, videoconference) within project timelines - Lead and facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. - Collaborate with other analysts and teams to effectively implement changes by providing input into the training and change management plans. - Proficient skills in the use of computer applications (MS Office, SharePoint, etc.) - Strong attention to detail as well as analytical and quantitative skills, such as statistics and data analysis - Ability to analyze customer experience data and evaluate processes to support the optimization of future state operations and the customer experience looking for opportunities to continually improve the business - Strong business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates - Superior organizational, time management and project planning skills to work independently in a complex and dynamic environment. - Strong interpersonal skills demonstrated through effective verbal and written communication to develop and maintain goal oriented working relationships with all levels of staff in the organization and with third parties - Strong facilitation skills to guide cross functional teams to a desired end-result. - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- 3+ years Preferred: - Training and experience applying quality improvement methodologies (LEAN, Six Sigma). - Project management skills and experience (planning, executing, controlling, closing), managing multiple projects of various scope and size. - Experience with and knowledge of electric utility business processes and the IT (Information Technology) systems that support them. - Communications and presentation experience to senior leaders - Quality and process improvement projects. - Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning.

### **License/Certifications**

- Valid Driver's License Preferred: - Certified Business Analyst Professional (CBAP) Designation.

### **Travel Requirements**

- 20%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with



electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Analyst, Payment Processing

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Analyst, Payment Processing is responsible for activities that contribute to optimizing business processes and gaining operational efficiencies. This position reports to the Manager, Payment Processing. This role performs business process analysis to generate key insights for process development or enhancement. This includes defining business problems, quantifying the business benefit of solving the problems, leading, and facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also oversees the implementation of solutions and reporting to measure the impact of changes. The Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes and to work effectively across teams to design and rollout changes to policies and processes. This position works closely with Customer Experience leadership when changes are required to business processes or applications.

**JOB DESCRIPTION:**

- Coach and mentor employees across Customer Experience to develop strong data-based problem statements, business cases, and submissions to the steering committee or other leadership teams.
- Guide Associate Analyst efforts and synthesize their findings into key actionable business insights. As appropriate, provide informal and situational leadership to junior staff and/or employees in other groups and departments.
- Create and maintain all levels of business documentation for the projects including training documentation. Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist and create and manage an inventory for future documentation projects.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities.
- Create project plans for specific business process improvement projects that have been identified in the department's business plan.
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess business requirements and develop recommendations for process and technology improvements to meet customer and business needs.
- Identify and assess risks and complete a cost-benefit analysis for the suggested recommendation options.
- Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be").
- Develop and implement recommendations for quality assurance controls. Ensure all current and future state policies and procedures are compliant with local laws, LUMA policies, and safety procedures.
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making.
- Support, enhance and develop analytical tools that facilitate decision-making.

- Create quality and performance measures to manage and report ongoing performance of the procedures.
- Perform validation by engaging subject matter experts.
- Document business procedures using standard methods and templates, including training material adhering to adult learning methodologies and best practices for various delivery methods (i.e., in-class, on-line, e-learning, videoconference) within project timelines.
- Lead and facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc.
- Collaborate with other analysts and teams to effectively implement changes by providing input into training and change management plans.
- Proficient skills in the use of computer applications (MS Office, SharePoint, etc.).
- Strong attention to detail as well as analytical and quantitative skills, such as statistics and data analysis.
- Ability to analyze customer experience data and evaluate processes to support the optimization of future state operations and the customer experience looking for opportunities to continually improve the business.
- Strong business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates.
- Superior organizational, time management and project planning skills to work independently in a complex and dynamic environment.
- Strong interpersonal skills demonstrated through effective verbal and written communication to develop and maintain goal oriented working relationships with all levels of staff in the organization and with third parties.
- Strong facilitation skills to guide cross functional teams to a desired end-result.
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- 3+ Years of Experience Preferred
- Training and experience applying quality improvement methodologies (LEAN, Six Sigma).
- Project management skills and experience (planning, executing, controlling, closing), managing multiple projects of various scope and size.
- Experience with and knowledge of electric utility business processes and the IT (Information Technology) systems that support them.
- Communications and presentation experience to senior leaders.
- Quality and process improvement projects.
- Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning.

### **License/Certifications**

Required Licenses/Certifications - Valid Driver's License Preferred Licenses/Certifications - Certified Business Analyst Professional (CBAP) Designation

### **Travel Requirements**

- Travels: Yes
- Percent of time: 20%
- Overnight required: No

### **Physical Demands**

If one-third of the time –“seldom” or “occasionally” If one-third to two-thirds of the time or more occasionally to frequently” If more than two-thirds of the time –“constantly”] - Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - N/A - Kneel - Frequently - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - Vision acuity to operate vehicle - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - N/A

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**JOB TITLE:** Analyst, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Analyst, Regional Customer Experience is responsible for activities that contribute to optimizing business processes and gaining operational efficiencies. This position reports to the Regional Manager. This role performs business process analysis to generate key insights for process development or enhancement. This includes defining business problems, quantifying the business benefit of solving the problems, leading, and facilitating cross functional teams to analyze and document processes and procedures, conducting gap analyses, and developing solutions to improve operations. The role also oversees the implementation of solutions and reporting to measure the impact of changes. The Analyst is required to have a solid understanding of LUMA's business processes and the IT systems that support those processes and to work effectively across teams to design and rollout changes to policies and processes. This position works closely with Customer Experience leadership when changes are required to business processes or applications.

**JOB DESCRIPTION:**

- Coach and mentor employees across Customer Experience to develop strong data-based problem statements, business cases, and submissions to the steering committee or other leadership teams.
- Guide Associate Analyst efforts and synthesize their findings into key actionable business insights. As appropriate, provide informal and situational leadership to junior staff and/or employees in other groups and departments
- Create and maintain all levels of business documentation for the projects including training documentation. Elicit information from various stakeholders and functional groups to prepare various forms of business documentation including policies, standards, processes, procedures, and reference documents. Analyze processes to determine gaps where procedural and reference documentation does not exist or needs to be improved. Identify business areas where adequate business documentation does not exist and create and manage an inventory for future documentation projects.
- Create, review, and recommend new projects from an inventory of continuous improvement opportunities
- Create project plans for specific business process improvement projects that have been identified in the department's business plan
- Utilize information sessions and other means to assess business needs for training on a broad variety of industry topics, business applications, business policies and processes, and regulations and rules.
- Translate business requirements into business policies and processes while reviewing processes from end to end across functional groups.
- Assess business requirements and develop recommendations for process and technology improvements to meet customer and business needs.
- Identify and assess risks and complete a cost-benefit analysis for the suggested recommendation options.
- Develop clear and detailed process maps and business requirements for both the current and future state (or "as is" and "to be"). Develop and implement recommendations for quality assurance controls. Ensure all current and future state policies and procedures are compliant with local laws, LUMA policies, and safety procedures.
- Provide support for quantitative and qualitative analysis that measures business performance to enable fact-based decision making.
- Support, enhance and develop analytical tools that facilitate decision-making.

- Create quality and performance measures to manage and report ongoing performance of the procedures  
- Perform validation by engaging subject matter experts - Document business procedures using standard methods and templates, including training material adhering to adult learning methodologies and best practices for various delivery methods (i.e., in-class, on-line, e-learning, videoconference) within project timelines - Lead and facilitate solution activities through design thinking processes including brainstorming sessions, focus groups, interviews, observations, workshops, etc. - Collaborate with other analysts and teams to effectively implement changes by providing input into the training and change management plans. - Proficient skills in the use of computer applications (MS Office, SharePoint, etc.) - Strong attention to detail as well as analytical and quantitative skills, such as statistics and data analysis - Ability to analyze customer experience data and evaluate processes to support the optimization of future state operations and the customer experience looking for opportunities to continually improve the business - Strong business analysis and documentation skills including problem definition, requirements definition, business process modeling and policy, process documentation, procedure documentation, and training material updates - Superior organizational, time management and project planning skills to work independently in a complex and dynamic environment. - Strong interpersonal skills demonstrated through effective verbal and written communication to develop and maintain goal oriented working relationships with all levels of staff in the organization and with third parties - Strong facilitation skills to guide cross functional teams to a desired end-result. - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree

### **Experience**

- 3+ years Preferred: - Training and experience applying quality improvement methodologies (LEAN, Six Sigma). - Project management skills and experience (planning, executing, controlling, closing), managing multiple projects of various scope and size. - Experience with and knowledge of electric utility business processes and the IT (Information Technology) systems that support them. - Communications and presentation experience to senior leaders - Quality and process improvement projects. - Leadership experience including coaching, mentoring, performance feedback, business planning, resource planning.

### **License/Certifications**

- Valid Driver's License Preferred: - Certified Business Analyst Professional (CBAP) Designation.

### **Travel Requirements**

- 20%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with

electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Data Architect

**DEPARTMENT:** IT OT

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Data Analyst & Developer creates detailed specifications for Extract Transform and Load (ETL) design / development / support, and then transforms those designs into system capabilities utilizing standard coding tools and processes. The Data Analyst & Developer ensures that development solutions meet defined technical, functional, and service level requirements and standards. The Data Analyst & Developer oversees consistent quality in handoffs between development to deployment and operations while incorporating continuous process improvement and feedback.

**JOB DESCRIPTION:**

- Build software components (including prototype code, new code, interfaces, etc.) in accordance with the relevant requirements, system and software architectures, design, and coding standards
- Develop Extract, Transform & Load (ETL) packages and data pipelines to integrate disparate data sources into a data warehouse platform to support business reporting and analytics
- Write and performs unit testing of software components and integration programs, including the design, implementation, evaluation, and execution of unit tests
- Integrate data sources and through web development tools publish pages and sites
- Performs data profiling of source data to identify data quality issues and anomalies
- Optimize current processes to meet revised service level objectives and projected use
- Establish, collaborate on and maintain software procedures and best practices
- Stay current with technology trends and apply this knowledge to propel business success
- Identify any potential issues and risk associated with specific development activities
- Other duties as assigned
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures

**REQUIREMENTS**

Education

Preferred: - Bachelor's degree in Computer Science/Technology related field

Experience

Required: - ETL development using Microsoft SSIS (or other leading ETL tool) on a data warehouse or advanced analytics project

- Proficient in dimensional data models, data warehouse architecture and ETL design patterns
- Proficient in Web programming and design
- Experience in SQL and data integration, writing complex queries. Hands on experience in developing complex Stored Procedures, Functions, Triggers, Views, Cursors, Indexes, CTE's, Joins and Sub queries with T-SQL
- Able to demonstrate strong data analysis skills, using SQL to extract and profile to assess data quality
- 1 Year of experience in related field

License/Certifications

N/A



#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Frequently - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_\_\_

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**JOB TITLE:** Sr Analyst, Financial Transformation

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Financial System Analyst role is part of the organization's Finance Transformation team. This position provides guidance to business users on best practice use of the system, works to improve system use and leads technology initiatives to move forward priorities for the optimization and transformation of Finance functions.

**JOB DESCRIPTION:**

- Build and maintain strong working relationships with users, peers, and leaders
- Be a liaison between business and technical teams
- Be a trusted advisor in the support of business outcomes
- Continuously look for opportunities to improve system automation
- Translate business requirements into effective functional specifications and efficient design/solutions
- Enforce system design within the standardization and governance model
- Review and communicate new functionality as released by application vendor
- Coordinate and lead workshops with stakeholders to advance initiatives
- Provide status updates to stakeholders on initiatives
- Ensure that end user experience is always considered
- Prepare and deliver training as required on practices and use of the Financial System
- Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs and SharePoint
- Experience with Financial ERP systems will be considered an asset
- Strong organizational skills required to manage multiple, concurrent tasks
- Strong verbal and written communication as well as presentation skills
- Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration, or Information Technology

**Experience**

Required: - Minimum of 3 years of experience in Finance Management or Financial Systems Preferred: - Experience with Oracle Financials

**License/Certifications**

Required: - Valid driver's license Preferred: - CPA (Certified Public Accountant)

**Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes

**Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** District Supervisor, Regional CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The District Supervisor, Customer Experience is responsible for leading the Customer Experience teams across the district offices including payments, credit and collections, Key Account management, billing inquiries and new service requests, etc. Responsibilities include ensuring customers receive timely and exceptional service in all offices, employees are highly motivated and focused on delivering excellence in customer solutions and accurate account reconciliation.

**JOB DESCRIPTION:**

- Aware of all system improvements and new extensions in the local area and actively participates on project team as a project sponsor to bring the local operations perspective, identify risk and approve scope. Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area - Supports the Customer Connection and Services area to ensure processes are followed. Leads assessment to understand root cause and implement corrective actions when targets are not met - Supports and leads development of work plans in conjunction with the Assignment Office to ensure work is completed on time and on budget. - Monitors business metrics and reporting to ensure targets are met. - Ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. Addresses day-to-day operating issues and/or escalates to Manager as needed or required - Optimizes the use of resources including people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible. - Ensures the effective use of asset management tools in support of company programs - Manages local facilities and works cooperatively with various stakeholders. - Manages local fleet utilization and builds business cases to support local requirements - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. Acts as a champion to develop a “safety first” culture within the organization. Lead by example through personal demonstration of Health, Safety and Engineering best practices on a daily basis - Ensures that all incidents and near misses are reported, documented, investigated and acted upon including escalation to the Regional Manager with follow up as required - Through effective leadership skills, provides support and guidance to team members to resolve situations that are outside of the ordinary or day-to-day practice - Responsible for labor relations which include working closely with human resources to resolve issues that may arise. Fosters good relations with local officials - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply - Proficiency in Microsoft Office applications – Word, Excel, Outlook - Strong interpersonal skills demonstrated through effective verbal and written communication with the ability to manage and resolve conflict. Focus on relationship management is required - Adheres to internal

standards, policies, and procedures - Perform major storm restoration work and associated drills as assigned - Performs other duties as assigned

## **REQUIREMENTS**

### Education

- Technology Diploma or Post-Secondary degree

### Experience

- 3+ years - Solid knowledge of the overall organization and business practices Preferred: - Minimum five (5) years of experience as a Customer Experience leader or Technologist

### License/Certifications

- Valid Driver's License

### Travel Requirements

- 20%

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** District Supervisor, CX

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The District Supervisor, Customer Experience is responsible for leading the Customer Experience teams across the district offices including payments, credit and collections, Key Account management, billing inquiries and new service requests, etc. Responsibilities include ensuring customers receive timely and exceptional service in all offices, employees are highly motivated and focused on delivering excellence in customer solutions and accurate account reconciliation.

**JOB DESCRIPTION:**

- Aware of all system improvements and new extensions in the local area and actively participates on project team as a project sponsor to bring the local operations perspective, identify risk and approve scope. Acts as a “champion for change” to ensure that business process and technology improvements are successfully implemented and promoted in the area - Supports the Customer Connection and Services area to ensure processes are followed. Leads assessment to understand root cause and implement corrective actions when targets are not met - Supports and leads development of work plans in conjunction with the Assignment Office to ensure work is completed on time and on budget. - Monitors business metrics and reporting to ensure targets are met. - Ensure optimal use of resources by reviewing project milestones and work assignments against local resources and priorities. Addresses day-to-day operating issues and/or escalates to Manager as needed or required - Optimizes the use of resources including people and equipment within and across service point and/or region boundaries to accomplish work as efficiently as possible. - Ensures the effective use of asset management tools in support of company programs - Manages local facilities and works cooperatively with various stakeholders. - Manages local fleet utilization and builds business cases to support local requirements - Coordinates effective, efficient response to outages by working and communicating effectively with the work desk staff and effectively utilizes the outage management system - Creates and maintains a local emergency response plan that is aligned with district, region, corporate, community emergency plans and/or business continuity plans - Locally administers, manages, and provides visible leadership actively working with the team leads to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment. Acts as a champion to develop a “safety first” culture within the organization. Lead by example through personal demonstration of Health, Safety and Engineering best practices on a daily basis - Ensures that all incidents and near misses are reported, documented, investigated and acted upon including escalation to the Regional Manager with follow up as required - Through effective leadership skills, provides support and guidance to team members to resolve situations that are outside of the ordinary or day-to-day practice - Responsible for labor relations which include working closely with human resources to resolve issues that may arise. Fosters good relations with local officials - Monitors and regularly audits the application of company, government, industry practices to ensure all employees and contractors comply - Proficiency in Microsoft Office applications – Word, Excel, Outlook - Strong interpersonal skills demonstrated through effective verbal and written communication with the ability to manage and resolve conflict. Focus on relationship management is required - Adheres to internal

standards, policies, and procedures - Perform major storm restoration work and associated drills as assigned - Performs other duties as assigned

## **REQUIREMENTS**

### Education

- Technology Diploma or Post-Secondary degree

### Experience

- 3+ years - Solid knowledge of the overall organization and business practices Preferred: - Minimum five (5) years of experience as a Customer Experience leader or Technologist

### License/Certifications

- Valid Driver's License

### Travel Requirements

- 20%

### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Field Safety

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Manager of Field Safety leads and directs field safety teams and assists with the planning and implementation of safety policies and procedures in compliance with local, state and federal rules and regulations including those administered by the Occupational Safety and Health Administration (OSHA). The position is responsible to administer safety programs across the electrical system and to develop the systems and environment for safety accountability within field teams.

**JOB DESCRIPTION:**

- Assists with the strategic direction on planning, development, administration, and management of organizational safety policies, programs, systems and training.
- Oversees the field safety teams to ensure the safety strategy is implemented effectively, within established budgets and in compliance with all relevant safety regulatory requirements.
- Assists leadership teams with the implementation of safety initiatives to ensure continuous improvement.
- Updates safety policies and procedures in coordination with changes to regulations, best practices and corporate policies.
- Reports safety performance within field teams with a focus on improving safety engagement.
- Ensure internal teams and contractors participate collectively in safety programs.
- Trends incident root causes and corrective actions and identifies and implements strategies for incident prevention.
- Compares and contrasts divisional and department safety performance to focus safety initiatives.
- Provides technical expertise, strategic leadership and support for all regulatory compliance safety issues.
- Helps identify safety training needs and training gaps.
- Strong organizational, interpersonal, and communication skills
- In-depth knowledge of federal, state and local safety laws and requirements
- Aptitude to solve problems quickly with advanced conflict resolution skills
- Excellent written and verbal communication skills in English and Spanish
- Proficiency with Microsoft Office applications required
- Perform major storm restoration work and associated drills as assigned.
- Follows all policies and procedures.
- Other duties as assigned.

**REQUIREMENTS**

**Education**

- Bachelor's degree in Safety Management, Safety Engineering, Industrial Hygiene, Occupational Health and Safety, Environmental Sciences, Engineering or a related field from an accredited university or college
- OR - At least 15 years of safety and utility industry experience in lieu of education mentioned above and knowledge of federal, state and local safety laws.

**Experience**

- > 6 Years

**License/Certifications**

- Valid driver's license
- Certifications - Certified Safety Professional (CSP) preferred



#### Travel Requirements

Travels: Yes Percent of time: 60% Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle -  
Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on  
heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles -  
N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions  
- Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of  
radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including  
weather conditions

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**JOB TITLE:** Specialist, Crisis Mgmt

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Crisis Management Specialist assists in crisis response management and business continuity activities. Under the supervision of the Crisis Management Manager (Leader), this position recommends strategies to the Office of Crisis Management to standardize overall business continuity planning, and partners with the Puerto Rico Emergency Management Department to coordinate safety and security teams with a focus on assisting the Crisis Manager in coordinating the response in high-risk situations. This position will report to the San Juan region.

**JOB DESCRIPTION:**

- Assists in the review of crisis management and business continuity plans in compliance with regulatory and company requirements. - Assist Crisis Management Office with its solutions and Web EOC, damage assessment tool. - Participate in regular meetings with all departments to ensure that plans are up-to-date and as effective as possible. - Understand and support the LUMA Crisis Management Plan. - Maintains relationships with various local, state, and federal government stakeholders, as well as community organizations, nonprofits, and private entities. - In case of emergency, perform the key functions within the LUMA EOC or PREMB EOC assigned by the Crisis Manager (Leader). - Trains employees in crisis management requirements. - Participate in business continuity exercises according to plan. - Develops reports of lessons learned after incidents to ensure that responses can be improved for future emergency events. - Recommends best practices in crisis management and business continuity. - Work on special projects and perform other work as required. - Ability to solve problems quickly. - Excellent written and verbal communication skills in English and Spanish - Follow all policies and procedures. - Assists the work of restoring the storm and associated drills as assigned. - Follow all policies and procedures. - Other duties as assigned.

**REQUIREMENTS**

**Education**

Required: - University diploma or bachelor's degree or professional discipline or emergency management.

Preferred: - Associatedegree in Business Management, or related field.

**Experience**

Required: - > 6 Years - 10 years of crisis management experience in lieu of education and experience.

Preferred: - Familiarity with the operations and management of utility or energy systems. - > 6 Years

**License/Certifications**

**Travel Requirements**

- Travels: Yes - Percent of time: 30% - Overnight required: Yes

**Physical Demands**

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Frequently - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions\_\_\_None\_\_\_

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**JOB TITLE:** Sr Compensation Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Senior Compensation Analyst is an integral part of the Human Resources team. Under general supervision provides analytical expertise and business support to ensure company compensation programs are externally competitive and internally equitable. Assists with the development, implementation and administration of company compensation programs, practices and procedures. Participates in compensation surveys, assists in the development of the job descriptions and performs market pricing jobs.

**JOB DESCRIPTION:**

- Assists in the development and implementation of compensation policies, procedures and guidelines - Analyzes data and prepares reports on a variety of compensation initiatives, including cost analysis and annual budget planning - Provides support to managers on compensation related issues - Participates in compensation surveys, assists with development of job descriptions and job evaluations - Maintains records of job descriptions and job evaluations - May be asked to help with international and/or expatriate compensation per Company practice - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Bachelor's degree in: - Finance - Accounting - Business Administration - Human Resources.

**Experience**

5+ years of comprehensive compensation experience. Ideally at least 2 of the following areas: - Salary administration, - executive compensation, and - global / international compensation. Preferred Experience: - Experience implementing compensation modules within an ERP system (Oracle, SAP, Cornerstone, etc.).

**License/Certifications**

Preferred Licenses/Certifications: - CEBS, PHR or SPHR/SHRM-SCP Certification preferred: - SPHR/SHRM-SCP CCP(Certified Compensation Professional)

**Travel Requirements**

N/A

**Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Compensation Analyst

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Compensation Analyst is an integral part of the Human Resources team. Under general supervision provides analytical expertise and business support to ensure company compensation programs are externally competitive and internally equitable. Assists with the development, implementation and administration company compensation programs, practices and procedures. Assists with participation in compensation surveys, development of the job descriptions, and market pricing jobs.

**JOB DESCRIPTION:**

- Assists in the development and implementation of compensation policies, procedures and guidelines - Analyses data and prepares reports on variety of compensation initiatives, including cost analysis and annual budget planning - Provides support to managers on compensation related issues - Assists with compensation surveys, development of job descriptions and job evaluations - Maintains records of the job descriptions and job evaluations - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

Associate degree or equivalent in: - Finance - Accounting - Business - Or Human Resources Preferred Education Bachelor's degree in: - Finance - Accounting - Business - Or Human Resources

**Experience**

- 3-5 years of experience in compensation. Preferred: - 3-5 years of experience in compensation / equity plan administration.

**License/Certifications**

Preferred Licenses/Certifications: - CCP (Certified Compensation Professional)

**Travel Requirements**

N/A

**Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Frequently - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

**Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with

electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Dist Outage Scheduler

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Distribution Operations Scheduler will plan, coordinate and schedule outages and permits to ensure the Electric distribution system operates safely and securely. This position is responsible for a safe, reliable and efficiently operated distribution system which is maintained within acceptable voltage ranges and capacity limits. This is accomplished by planning, scheduling and coordinating maintenance and construction activities involving distribution, transmission, generation, SCADA, Distribution Automation and related communication systems within the Electric system. This position is also responsible for interfacing with other groups such as the transmission and generation facilities, affiliates and any other third-party interfacing with the Electric distribution system.

**JOB DESCRIPTION:**

- Assists in scheduling planned maintenance on distribution system equipment and facilities. Co-ordinates with local Team Leads in service points to schedule “opportunities” for combined outages, etc.
- Coordinates planned distribution maintenance and construction with other groups. Provides maintenance and construction schedules, risk assessments and mitigation plans to affected parties.
- Reviews and discusses maintenance plans, assessments, and mitigation plans with the Distribution and Transmission Operators as required to ensure coordination and understanding.
- Assists and provides direction in the preparation of switching orders while using computer programs such as Microsoft Office Suite.
- Monitors day to day operation of the Electric distribution system.
- Coordinates operations with other operating entities on the electric system and coordinates the switching of the distribution system for maintenance, construction and commissioning purposes and has strong problem solving, communications and interpersonal skills.
- Assists with investigations and provides input of incident reports related to switching incidents as required.
- Provides input to internal and external practices and procedures for the operation of the LUMA Electric distribution system and has thorough knowledge of the fundamentals of electricity.
- Reviews procedures and reports to ensure compliance with operating procedures and practices.
- Follows all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

- Experience in an electrical utility operations environment.

**Experience**

- > 1 Year

**License/Certifications**

**Travel Requirements**



- Travels: Yes. - Percent of time: 10%. - Overnight required: No.

#### Physical Demands

- Stationary Position -Constantly. - Pushing/Pulling/Reaching - Frequently. - Climb - Seldom. - Kneel - Frequently. - Grab - Frequently. - Bend - Seldom. - Lift/carry over - 31- 50 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - Seldom. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - Seldom. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A.

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**JOB TITLE:** Accountant, Accounting Property

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Accountant, Accounting Property is responsible for assisting in the review of the accuracy of costs being capitalized, timely closing and unitization of utility construction work orders and maintenance of the continuing property records system under the supervision of the Supervisor, Accounting Property. This includes estimating the plant account classification of completed construction not classified as well as the calculation of monthly depreciation expense and assisting in monthly project reporting preparation and review including Federal Funding requests.

**JOB DESCRIPTION:**

'- Assist with the review of open construction work orders and follow up with project managers on timing for completion, identify any expected trailing costs, and obtain all necessary closing paperwork - Assist with the review of work order costs to identify any mis-recorded transactions, Comparison of project costs versus budget to determine that costs recorded are appropriate and that the project scope has not changed - For completed projects, assist with determining the appropriate estimated plant account classification for the work order costs to be recorded as completed construction not classified - Assist with unitizing completed work orders by determining the direct cost of the various retirement units included in the work order, developing and applying the appropriate allocation methodologies to allocate indirect costs and closing the retirement units to the Continuing Property Record system - Assist with ensuring the accuracy of the monthly depreciation expense - Proficient Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Strategic thinker with the ability to understand how plant accounting influences and impacts the business - Strong analytical, problem-solving/troubleshooting skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

Education

Required: - Bachelor's Degree in Accounting, Finance or Business Administrator

Experience

Required: - Minimum of 3 years of experience in cost accounting - Experience in financial accounting and reporting Preferred - Experience with Oracle EBS would be an asset - + 3 years of experience in cost accounting - Experience working with utility plant accounting

#### License/Certifications

Required - Valid driver's license Preferred - CPA (Certified Public Accountant)

#### Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_\_

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**JOB TITLE:** Disbursement Associate, Treasury

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Disbursement Associate is responsible for providing an excellent customer service by ensuring that all the employee's cash disbursements and reconciliation packages are processed on a timely basis and follow all current policies and procedures.

**JOB DESCRIPTION:**

- Assist with the execution of daily cash management - Follow all policies and procedures to review and provide reimbursements to employees - Provide excellent customer service by ensuring that all employee inquiries are appropriately resolved on a timely basis - Use strong analytical skills and attention to detail to ensure reconciliation packages documentation are in compliance with the specific laws and regulations, including signatories and authorization levels - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and departments to achieve shared goals with a focus on customer service excellence - Competent and knowledgeable with programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs & SharePoint. - Proficient in Spanish languages with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

**Education**

Required: Associates Degree from a college or technical school in Accounting, Finance or Business Administration Preferred: Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required Minimum of 1 year of experience in a similar position Preferred Minimum of 2 years of related experience with accounts payable and disbursement processing

**License/Certifications**

Valid driver's license

**Travel Requirements**

Travels: Yes Percent of time: 10% Overnight required: Yes Must have availability to travel to different regions across the Island as needed

**Physical Demands**

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_\_\_None\_\_\_\_

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**JOB TITLE:** Manager, Security

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Under the direction of the Director of Security, the Security Manager responsible to assist the Director of Security to design and implementing security policies and strategies across the Organization and to oversee the administration and maintenance of all LUMA's security functions, operations and processes, including but not limited to supervise Security Specialists. This role expected to demonstrate an outstanding degree of personal integrity and discretion while maintaining confidentiality in daily activities.

**JOB DESCRIPTION:**

- Assist the Director of Security to implement security policies and strategies, including but not limited to, the physical safety of all LUMA's property and assets owned, operated, managed or maintained, internal investigations, employee & executive protection, contract guard force management, and crisis management.
- Evaluate improvement recommendations regarding vulnerabilities, security gaps and risks in LUMA's security functions, operations and procedures and suggests action plans to the Director.
- Implement review plans of existing security programs and initiate the development of new programs, as needed, at all facilities island wide.
- Execute or oversee security actions plans including those related to employees and executive protection.
- Provide training to personnel at all level related to LUMA's security programs focused on protection of people and assets.
- Draft and/or review and approve security event reports including recording observations, gathering information, analyzing surveillance activities, interviewing witnesses, etc.
- Make recommendations to the Director of Security regarding appropriate, practical, timely and necessary security improvements or enhancements. Maintain close communication with Security Specialists, Team Leaders and/or Director of Security regarding any security matter that arises from activities within LUMA, as necessary.
- Provide guidance, direction and leadership to Team Leaders and Security Specialists in daily activities.
- Collaborate with the Director of Security in order to increase LUMA employee knowledge, understanding, capability and engagement on security matters.
- Oversee and manages security assessments focused on theft prevention.
- Maintain an updated knowledge of new security trends and processes as they arise.
- Outstanding knowledge and understanding of Puerto Rico and federal law enforcement agencies and relevant laws and regulations
- Strong analytical, attention to detail, and problem-solving skills with the ability to effectively ascertain and understand all relevant facts and business processes to support thorough analyses of security issues.
- Proficiency in MS Office programs such as, Word, Excel, Power Point, Outlook
- Outstanding Knowledge on established internal and external investigations procedures and methodologies
- Fluent in the English and Spanish languages (read, speak and write) with the ability to communicate effective and promptly in either language as required
- Excellent interpersonal skills with the ability to build effective working relationships at all levels of the organization and with external parties as required
- Follow all policies and procedures
- Perform other duties as assigned
- Perform emergency management and major storm restoration work and associated drills as assigned.

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in industrial security, Criminal Justice, Business Administration or security related field.

### **Experience**

- 8 years of experience in a related area such as security or law enforcement. - 6 years of experience working with Puerto Rico and federal law enforcement agencies. - 5 or more years of supervisory experience of security personnel in an Organization with a similar internal structure to LUMA Or Preferred - Master's degree in industrial security, Criminal Justice, Business Administration or security related field. - 6 years of experience in a related area such as security or law enforcement. - 4 years of experience working with Puerto Rico and federal law enforcement agencies. - 3 or more years of supervisory experience of security personnel - Security clearance could be required

### **License/Certifications**

- Valid driver's license

### **Travel Requirements**

- Travels: Yes - Percent of time: 20% - Overnight required: Yes

### **Physical Demands**

- Stationary Position -Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel – Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over -31 - 50 LBS - Vision - 20/20 Vision acuity to operate vehicle - Hearing - N/A

### **Working Conditions**

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions - Seldom

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**JOB TITLE:** Administrative Coord, Regulatory

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Director of Lands & Permits, this position will be responsible for the administrative needs of the Director, Managers and Department. This will include booking travel arrangements for department staff, booking meetings for the Director or Managers and maintaining the calendar, arranging documents requiring signature of the Director or Manager, maintaining records of such documents in accordance with defined procedures, and all other administrative matters associated with the position.

**JOB DESCRIPTION:**

- Assist the Director and Manager with the organization of meetings and events - Organize documents requiring signature of the Director or Manager, obtain signature, return document to user, and correctly maintain record wherever required - Arrange travel for Director, Managers and department staff in accordance with established procedures - Complete expense reports for Director or Manager while using Microsoft Office, including Excel and Word - Organize expense reports of department staff for sign off by Director or Manager - Maintain office supplies for department. Ensure that office equipment is maintained in working order and arrange for maintenance as required - Perform all general administrative functions for the department that is done in a professional office manor while working with management - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Required - Minimum requirement is for a diploma from a recognized post-secondary institution in a field of study related to office administration or business management. Preferred - Diploma in office administration or 4 year degree in business related field of study with experience working in a professional office environment.

Experience

Required - > 3 Years Preferred - Work experience with land rights and operational permits. - Work experience in an electrical utility with knowledge of land rights is an asset.

License/Certifications

- Office administration diploma or certification

Travel Requirements

0%

Physical Demands



- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Technical Specialist, Asset Strategy & Analytics

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Asset Strategy & Analytics, this position is responsible for supporting the development of the Asset Strategy & Analytics team's plans and processes in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Assist the development of asset management policies, standards and best practices for various asset classes.
- Support long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations.
- Provide key input for the development and implementation of prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning.
- Develop (scope and business justifications), prioritize and bundle efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs. This includes developing asset renewal plans, annual maintenance program plans, prioritization of O&M deficiencies and supporting other key works (e.g. capacity increase, system improvement, grid reliability & resiliency, etc.).
- Guide the development and implementation of various asset strategies/initiatives:

  - Maintenance strategies, such as maintenance routines, sparring strategies, life cycle studies and contingency plans.
  - Maintenance compliance program to meet legislative/regulatory requirements.
  - Asset-related environmental initiatives, such as avian protection, PCB and SF6 management and spill/leak mitigation.

- Assist in mitigating corporate risks by developing priorities and financial planning for future O&M and Capital Maintenance Programs.
- Participate in new applications development, including functional requirements, equipment specifications and implementation program development, such as online monitoring and predictive maintenance
- Participate in project scope development and design reviews.
- Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making.
- Perform benchmarking studies to identify areas for improvement in the organization.
- Provide input and context to annual business plans and regulatory submissions based on optimized and prioritized short and long-term asset plans, aligned with the business objectives that drive all asset-related Capital and O&M work, budgets and resources.
- Provide technical expertise for initiatives within the group to aid meeting operational and strategic targets.
- Carry out activities in compliance with the corporate policies and best practices related to Health, Safety and Environment.
- 

**REQUIREMENTS**

Education

- Degree in Electrical Engineering - Previous experience working in Transmission, Substation, and/or Distribution

#### Experience

- Minimum twenty (20) years of experience in a Utility Environment - Technical knowledge in power flow as well as line and equipment (design, constructability and applications) - Strong understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis and associated Electrical & Utility codes - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills.

#### License/Certifications

Professional Engineer or Professional Licensee designation.

#### Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB) - Seldom

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**JOB TITLE:** Assistant, Communications Specialist

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under general supervision of the Director of Communications or its designee, the Communications Specialist Assistant will work in support of LUMA's Communications Team in matters related but not limited to Customer Experience & Community Investments, Media & Digital Brand Strategy, Internal Communications and Graphic Design.

**JOB DESCRIPTION:**

- Assist LUMA's Communications Team on their primary duties. - Prepare resources and background materials including research and drafting press-related correspondence. - Participate in brainstorming to develop creative angles to leverage in media outreach and public relations campaigns. - Assist in developing social media content and conduct social media influencer research. - Help to maintain and update LUMA's website. - Assist in the preparation of email newsletters outreach as well as organizing and archiving digital images and videos. - Monitor and report online activities of relevant organizations. - Monitor and report in the performance of social media platforms. - Collaborate with LUMA's Communications Team on new ideas, directions and tools for Customer Experience & Community Investments, Media & Digital Brand Strategy, Internal Communications and Graphic Design. - Coordinate and schedule appointments and meetings. - Firm grasp of social media tools and platforms including Facebook, Instagram etc. - Understanding of the basic principles of public relations and/or marketing. - Must be computer literate (working knowledge of Word, PowerPoint, Excel, etc.). - Proficiency in Adobe InDesign and Photoshop highly desired. - Knowledge of website content management and graphic design a plus. - Possess excellent written and oral communication (English- Spanish) and interpersonal skills. - Self-starter, good time management, creative, with ability to communicate in a professional manner. - Ability to work well independently, and within a team. - Commitment to the continuous improvement of service quality and the organization's mission.

**REQUIREMENTS**

Education

Qualifications: - Applicants must be a current student studying Communications, Journalism, Marketing, Public Relations or Graphic (Digital) Design or related field with at least three full years with an accredited university or college at the beginning of the current Program, enrolled at least as a half time student and in good academic standing (2.50 GPA or better).

Experience

License/Certifications

Travel Requirements

Physical Demands

## Working Conditions

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**JOB TITLE:** Payroll Associate, Kronos

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Payroll Associate Kronos assists in performing all the necessary steps to apply the established work rules to process payroll every period. The role ensures that all processes are executed appropriately and in a timely manner. Escalates issue timely to be resolved to the Team Lead Kronos.

**JOB DESCRIPTION:**

'- Assist in reviewing and importing employee work rule data into the payroll system via Kronos or via spreadsheets completed and approved by the Team Lead Kronos - Use strong analytical, attention to detail and problem-solving skills to assists with the review of Kronos payroll documentation for accuracy through audit reports and makes any necessary adjustments. Obtains necessary approvals - Assist in investigating and resolving requests from managers and employees as they relate to the processing of Kronos payroll information such as PTO and ESL, License Administration, Donated leave, long term leave, FSE pay codes, retroactive pay calculations, tax questions, and other changes - Assist in special projects as assigned by management - Continuously looks for improvements in operational processes while designing and implementing those initiatives - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs and SharePoint - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Performs other duties as assigned. - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

Education

Required - Bachelor's Degree in Accounting, Finance, or Business Administration

Experience

Required - One year of experience in a similar role - Experience in Kronos Preferred - +2 years of experience in a similar role

License/Certifications

Required - Valid driver's license Preferred: - FPC (Fundamental Payroll Certification) - CPP (Certified Payroll Professional)

## Travel Requirements

Travels: Yes Percent of time: 10% Overnight required: Yes

## Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Cost Estimator, Dist Engineering

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Substation Engineering, this position is responsible for estimating costs associated with engineering designs and projects related to Substations. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Assist in executing substation projects within scope, schedule and cost - Review substation project cost estimates for completeness and consider practical limitations of project scope - Develop various cost estimates for and assist in developing overall substation project costs estimates - Support project activities as a member of a multi-disciplinary project team - Develop, review and authenticate substation cost estimates - Work planning, coordination, and cost estimating - Maintain substation cost estimate books and documentation - Develop, support and improve substation equipment, equipment installation and all other substation related cost estimates - Provide project support with the disciplines for cost estimating issues to ensure timely and accurate response - Follow, develop and improve engineering processes and standards - Technical knowledge in substation design, associated Electrical & Utility codes, constructability, and equipment costs - Business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Ability to effectively interact with internal and external customers - Excellent team player and ability to prioritize assignments to meet commitments - Problem-solving skills with proven ability to deal with issues in a timely fashion - Ability to arrive at pragmatic solutions to issues that represent the best solution from the perspectives of cost, schedule and scope - Project management skills including demonstrated ability to work in an environment with firm deadlines and a track record for delivering on time and on budget - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

Education

Preferred Education: - Bachelor of Science Degree in Engineering - Cost Estimating Certification -

Experience

Required Experience: - Minimum three (3) years of experience in a Utility Environment - Proven experience applying sound judgment to make decisions Preferred Experience: - Previous experience working in Distribution

License/Certifications

Travel Requirements



- Travels: Yes - Percent of time: 30% - Overnight required: Yes

#### Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - Seldom - Exposed to fumes or airborne particles - Seldom - Exposed to toxic or caustic chemicals - Seldom - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - Seldom - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Specialist, Pole Attachment

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Lead, Land Records, this position will be responsible for the assessment and agreements for other parties, such as telephone service providers, to utilize the pole infrastructure of the company. This will include making a technical assessment of any request received, making a determination if any such request can be accommodated, completion of any agreement for use of company pole infrastructure, and making necessary provision that such installations are compliant with the agreement. Such work may include routine travel to various operating centers within the company to review facilities, the proposed work, and to determine if the proposal is feasible. This position will be required to communicate with the third party in a professional and courteous manner.

**JOB DESCRIPTION:**

- Assessment of proposals received from third parties to utilize company pole infrastructure - Ensure information received from third party is complete and in accordance with format established - Work with operating groups in the review to ensure correct understanding of operating impacts of any proposal - Complete response to third party in accordance with established protocols - Complete necessary agreements for third party use of company pole infrastructure and obtain necessary approvals or sign off for the execution of such agreements - Assist with the technical information required in any regulatory filing relating to third party use of company pole infrastructure - Must be familiar in working in a Microsoft Office Environment - Complete other related duties as required. - Follows all policies and procedures. - Other duties as assigned. - Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required - Must a technical diploma of 2 years from a recognized post secondary institution in a field related to the operation of an electrical utility or a four year engineering degree Preferred - A degree in engineering from a year program

**Experience**

Required - > 3 Years Preferred - Work experience in Operations of an electrical utility - Work experience in an electrical utility with direct experience with operational permit requirements - > 11 Years

**License/Certifications**

- Technical certification in a related field

**Travel Requirements**

- Yes, 30% of time - Overnight: Yes

**Physical Demands**

- Stationary Position - Frequently - Pushing/Pulling/Reaching - N/A - Climb - N/A - Kneel - N/A - Grab - N/A  
- Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - Seldom - Working near or on heavy machinery - Seldom - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Seldom - Other Environmental Factors including weather conditions\_\_\_\_\_ -

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**JOB TITLE:** HRIS Associate

**DEPARTMENT:** Human Resources

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The HRIS Associate will perform a variety of day-to-day administrative Human Resource Information System (HRIS) functions ensuring data integrity and the processing and reporting of HR data. Incumbents work independently under general direction in which handles problems and non-routine situations by determining the approach or action to take and interprets guidelines, procedures, policies, and practices.

**JOB DESCRIPTION:**

- Assist to confirm accuracy and integrity of all data entered, maintains data in HRIS systems and databases and assures information is available on a timely basis - Performs group data updates, exports, imports, clean-ups, and researches/reports on any data discrepancies - Delivers routine daily/weekly/monthly reporting and responds to basic to intermediate ad hoc data requests - Oversee daily HRIS functions, implementation, updates, validate and reconcile accuracy data - Analyze requests for HR related information and procedures and provides timely communication and correct information - Conducts data analysis on such as compensation, classification, employment, employee relations, and/or benefits data as directed - Provide support to the Human Resources team in the areas of metrics, performance review, and policy development - Knowledge of principles, practices and standards of human resource administration in assigned area - Exceptional analytical skills with ability to interpret data, detect trends, draw conclusions, and formulate recommendations - Ability to demonstrate close attention to detail - Performs other duties as assigned - Follow all policies and procedures - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Is required: - Bachelor's degree or equivalent HRIS support experience. Is preferred: - Minimum Bachelor's degree with JDE knowledge preferred.

Experience

N/A

License/Certifications

N/A

Travel Requirements

N/A

Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: N/A - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Lead, Land Administration

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Land, this position will have responsibility for land administration functions that includes responsibilities for supporting land acquisitions activities for projects in accordance with laws established and maintaining land administration responsibilities with respect to registration of files with the authorities and maintaining compliant documentation. This position will also have the responsibility for the land administration functions associated with completing agreements with other parties wishing to cross company facilities and to make required payments to landowners or other parties according to the completed agreement. The position will have responsibility to address other land administration matters as these arise and develop necessary procedures or agreements through working with the Land Manager or other departments as required.

**JOB DESCRIPTION:**

- As Team Lead, ensure team completes all recurring payments for land rights obtained by the company on time and according the required process. Ensure that approvals for payments are properly obtained and that payment record is maintained. Monitor and track payments. Report and correct errors made in payments - As Team Lead, ensure team completes all requests from outside parties to cross company facilities. Agreements are to be completed according to approved procedure with the correct template. Ensure that agreements are completed within the prescribed time frame. Monitor and track requests. Obtain approvals for any variance to procedure and templates - Complete close out activities once installation is complete - Ensure all agreements are entered into records system - As Team Lead, provide support for land acquisition activities - Based on information provided by the land acquisition group, complete the required landowner packages in accordance with the legal requirements - Ensure information is completed within the required time frame - Monitor and evaluate the progress of the third-party crossing application and make recommendations so as to meet required objectives. Ensure communications to other departments are concise and timely - Complete the registration of the acquired land right with the land registry - Ensure that the permanent records are transferred to the records group - Monitor and track all activity within the Land Administration group - Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team - Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources - Create development plan for each employee in group; including training and rotational work assignments - Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness - Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor's degree in Business Management or related field. - Specialized study in land management and land rights laws

### **Experience**

- Experience in acquiring land rights for utility projects preferably in the electrical industry - > 6 Years of experience is preferred

### **License/Certifications**

Preferred: Land Agent license . Specialized studies in land rights laws.

### **Travel Requirements**

Travels: Yes Percent of time: 20% Overnight required: Yes

### **Physical Demands**

- Stationary Position: - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead, Federal and Local Permits

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible to assign cases to staff and for the oversight of all legal filings in Court to respond for permit applications and for compliance filings. This position will have the responsibility for the legal strategy formed in permit application and for reporting to management the progress of each file. This position will have the responsibility to obtain approvals in the organization as to how to best resolve disputes in the interest of the company in the event that a non compliance action requires company action or response and will be responsible for the legal component of such action. This position will provide final sign off on all permit applications or compliance filings made on behalf of the company.

**JOB DESCRIPTION:**

- As Team Lead, develop the legal strategy for each permit file and assign each case file to staff within the department so as to ensure the most effective outcome - As Team Lead, make determination as to whether to pursue resolution of non compliance through negotiated action or through the court - Ensure communications to other departments are concise and timely - Provide final sign off on necessary documents and court filings - Make a determination where contract resources may be necessary to manage specialized requirements or general workload. Manage all contract resources to ensure work performed by contractors is completed to required standard and compliant with legal requirements - Monitor and track all activity within the Land Dispute Resolution group. Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team. Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources. Create development plan for each employee in group; including training and rotational work assignments. Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness. Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- Must have degree in law from a recognized institution and must be eligible to be registered to practice law within the jurisdiction - > 6 Years

**Experience**

- Work experience with operational permits and compliance is an asset - Supervisory experience is an asset - Work experience in an electrical utility with knowledge permits is an asset - > 6 Years

**License/Certifications**



- Must be eligible to work as a lawyer within jurisdiction

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: No

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom
- Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead, Disputes

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor, Land Dispute Resolution, this position will be responsible for assigning case files to staff and for the oversight of all legal filings in Court to respond to disputes with landowners that have entered the court system. The Supervisor, Land Dispute Resolution will have the responsibility for the strategy formed in each case and for reporting to management the progress of each case file. This position will have the responsibility to obtain approvals in the organization as to how to best resolve disputes in the interest of the company.

**JOB DESCRIPTION:**

- As Team Lead, develop the legal strategy for each case file and assign each case file to staff within the department so as to ensure the most effective outcome - As Team Lead, make determination as to whether to pursue resolution through negotiated settlement or through the court - Ensure communications to other departments are concise and timely - Provide final sign off on necessary documents and court filings - Make a determination where contract resources may be necessary to manage specialized requirements or general workload. Manage all contract resources to ensure work performed by contractors is completed to required standard and compliant with legal requirements - Monitor and track all activity within the Land Dispute Resolution group - Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team - Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources - Create development plan for each employee in group; including training and rotational work assignments - Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness - Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

A degree in law from a recognized institution and be eligible to work as a lawyer within jurisdiction

**Experience**

- Work experience in land rights field - Supervisory experience - Work experience in an electrical utility with knowledge of land rights. - > 6 Years of experience is preferred

**License/Certifications**

Must be eligible to be registered to practice law within the jurisdiction

#### Travel Requirements

- Travels: Yes - Percent of time: 10% - Overnight required: Yes

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Frequently - Climb: Seldom - Kneel: Seldom  
- Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing:  
Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Lead, Land Acquisition

**DEPARTMENT:** Regulatory

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, Land, this position will have responsibility for land acquisition functions through acquisition of right of way through negotiated agreement, direct purchase of property, or through determination that the expropriation process is required. This position will have the responsibility to work with other areas in the Land department to ensure the necessary service is provided to the user group and that land is acquired in a timely fashion. The Supervisor, Land Acquisition will have the responsibility of determining the resource requirements for the land acquisition requirements of the company and to work within defined budgets. The position will have responsibility to address other land acquisition matters as these arise and develop necessary procedures or agreements through working with the Land Manager or other departments as required.

**JOB DESCRIPTION:**

- As Team Lead, assign work to team members or make determination to contract for services, ensure work is performed consistent to standard procedures, and ensure the work is properly documented. Review records as needed - As Team Lead, make determination as to whether to pursue land acquisition through negotiated right of way or expropriation - As Team Lead, make final determination for any land packages and submit for execution. Monitor and evaluate the progress of the completion of landowner information packages and make recommendations so as to meet required objectives. Ensure communications to other departments are concise and timely. - Review damage claims and provide final approval for payment - Provide final sign off on land file and provide to Records department. Ensure information is complete and in a consistent format - Manage all contract resources to ensure work performed by contractors is completed to required standard and compliant with legal requirements - Monitor and track all activity within the Land Acquisition group. Evaluate performance of group overall and individual employees versus established metrics - Make recommendations about staff levels or utilization of temporary or contract resources to manage resources available to team. Make recommendations for annual budget or business plan with respect to costs of executing required work - Assist with hiring new staff or obtaining contract or temporary resources - Create development plan for each employee in group; including training and rotational work assignments - Complete annual performance evaluation for each employee - Ensure accurate reporting of time for each employee; including absences due to vacation or illness - Ensure time entry for all employees in group meets deadlines and is accurate - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- 4 year university degree in a Business management program with industry experience in an electrical utility. - > 6 Years - Specialized study in land management and land rights law

#### Experience

- Industry experience in acquiring land rights for utility projects - Preferred > 6 Years

#### License/Certifications

Licenses/Certifications: - Land Agent license Specialized study in land rights law

#### Travel Requirements

- Travels: Yes - Percent of time: 20% - Overnight required: Yes

#### Physical Demands

- Stationary Position: frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Transaction Specialist, Real Estate

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

#### **POSITION OVERVIEW:**

The primary focus of the Real Estate Transaction Specialist is to proactively manage and address the real estate needs of the organization, departments, and divisions. Main responsibilities include lease reviews and negotiations, transaction due diligence, broker management and stakeholder communication.

#### **JOB DESCRIPTION:**

- As part of dedicated real estate team, this role undertakes ongoing management, acquisition and disposition activities for fee and leasehold properties including client needs analyses, transaction due diligence and transaction negotiations, completions, etc. - Ensure effective, clear, and consistent professional communication with the department and division designee and all other stakeholders and the ability to work with diverse groups at various levels in an organization. - Engages and liaises with broker to ensure the highest quality of service delivery - Ensure that all transactions follow Company Policy and comply with internal controls - Utilize internal property portfolio database to abstract all real estate contracts and all warehouse real estate documents and maintains the integrity and accuracy of the property portfolio database - Work with department leaders and/or designees to anticipate and respond to needs in a timely manner - Assist in coordinating review of all transactions with local legal counsel, risk management and environmental group - Work closely with department leaders and/or designees to ensure efficient hand off of leased premises for timely delivery of build outs and to ensure that space requirements are clearly defined and sustainable - Use strong attention to detail and organizational skills to assist with development and reconciliation of quarterly reports and the production of various portfolio reports as needed - Contribute to the creation of building processes, methodologies, best practices, as well as other programs for the organization as needed. Implement new systems into the department - This role requires a strong team player with a positive, can-do approach to work assignments, the ability to be adaptable, flexible, and patient, especially working under ambiguous situations - Ability to work independently with little supervision, while also managing time effectively to meet deadlines - Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with MS Office programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures - Performs other duties as assigned

#### **REQUIREMENTS**

##### **Education**

Required: - Bachelor's Degree in area of relevant experience Preferred - Bachelor's Degree in Real Estate, Finance, Legal, Business or a related field is preferred.

##### **Experience**

Required: - Minimum of 6+ years' relevant real estate industry experience.

License/Certifications

None

Travel Requirements

Travels: No

Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - 20/20 corrected vision - Hearing - N/A - Receive detailed information if spoken to

Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - Seldom - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions\_\_none\_\_\_\_\_

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**JOB TITLE:** Manager, CX and Community Investments

**DEPARTMENT:** Corporate Services

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Your leadership skills will inspire and shape the planning and execution of marketing and communications strategies to support business priorities and drive value for the organization. You will lead a team of Marketing & Communications professionals in creating and executing marketing and communications plans to support customer communications, and lead our community investment, sponsorship and event strategy. Working closely with teams across LUMA, you'll dive deep into our business strategy and work with our internal customers to deliver innovative and effective marketing and communications to help them achieve their business objectives. You'll join our Corporate Communications team, which is responsible for customer communications, web presence, social media, digital, community investment, event management, media relations and employee communications. We're seeking passionate, experienced marketing and communications professionals who have the chops to bring creative and effective, targeted marketing and communications to life.

**JOB DESCRIPTION:**

- As a manager, your primary responsibility is to lead, develop and support a team of marketing and communication advisors and/or senior advisors, to executive with excellence against a portfolio of projects.
- Bring a holistic approach to customer marketing and communications - and have a deep understanding for how to build a new brand, and how to engage with customers and the company's communities to demonstrate how LUMA is making a difference for the people of Puerto Rico and its economy.
- Oversee, lead, create, manage and measure the execution of integrated customer marketing communications to support business strategies.
- Lead and participate in the marketing of our diverse, integrated suite of products and services in alignment with our content marketing strategy on many integrated communications channels.
- Create and implement LUMA's strategic plans in relation to community investment, sponsorship and events.
- Oversee and create compelling, informative and audience-centric marketing and communications materials including: customer community presentations, internal briefs, key messages, brochures, videos, photo library, advertising copy, annual and sustainability reports, digital and print content.
- Manage reputational risk during major incidents and crisis by leading and participating in planning and execution of Crisis Communications, as required.
- Exceptional writing and storytelling skills (written and verbal).
- A strong customer-service focus, with a proven ability to build and maintain strong relationships at all levels of an organization.
- Exceptional management and leadership competency and experience.
- Ability to work a flexible schedule with additional work as needed.
- Follow all policies and procedures.
- Other duties as assigned.
- Advanced skills in Microsoft Office (Word, Excel and PowerPoint).
- Excellent verbal and written communication skills (both, in Spanish and English)

**REQUIREMENTS**

Education



A post-secondary diploma or degree in communications, marketing, public relations, journalism or a related field (experience and equivalencies may be considered).

#### Experience

- Experience in project management while working under tight deadlines and managing multiple customer demands and priorities. - Experience developing comprehensive marketing and communications strategies in support of business goals. - Experience in consulting and liaising with various internal and external stakeholders. - Experience using communication principles in a corporate setting. Or Preferred experience - Experience with social media and metrics data analysis for optimization. - Proficiency in SharePoint or other content management system. - Experience working in the energy or utilities sector.

#### License/Certifications

N/A

#### Travel Requirements

20%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other: N/A

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**JOB TITLE:** Manager, Distribution Planning

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager, System Planning, this position is responsible for the leadership and development of a Distribution Planning team in order to meet strategic deliverables and project targets.

**JOB DESCRIPTION:**

- Approves studies for large load and DER interconnection projects. Take overall control of timeliness and quality of connection studies - Review and approve special studies that require advanced system analysis skills such as DER and energy storage studies, and other studies that involve transient analysis or new technology - Coordinate with the system operator in long term load and DER forecast - Coordinate the planning of minigrids and microgrids - Identify system deficiencies and initiate distribution deficiency reports to build new substations or adopt new initiatives as development alternatives to ensure proper distribution system supply - Responsible for distribution planning practices in the group and manages escalated issues - Initiates process improvements, changes to distribution planning standards, or recommendations as required - Monitors consolidated business metrics to ensure targets are met and identify trends, issues - Ensures competency of staff by ensuring there is professional responsibility for all Planning work - Optimizes the use of resources across the group and liaisons with the other Supervising Engineers to ensure operational and strategic targets can be met - Provides leadership and direction for new initiatives within the group - Develops and manages the strategic application of human resources within the Planning Groups - Supervises the Engineers in the group, and is actively involved in performance management plans, coaching, and succession planning - Works with Engineers to ensure all employees have career development plans, goals are being met, and that all strategic areas within the group are fully integrated - Provides visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment - Managing and maintaining relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA Electric - Supports long-range financial planning within the groups considering customer, community and employee growth expectations - Proven experience applying sound judgment to make decisions. - Proven ability to manage and resolve conflict. - Strong interpersonal and relationship development skills. - Strong verbal and written communication skills. - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven leadership skills & ability to nurture/coach professionals & field employees - Strong technical knowledge in power flow, short-circuit, motor starts, power quality issues such as harmonics and flicker

**REQUIREMENTS**

Education

Bachelor of Science Degree in Engineering Preferred: Bachelor of Science Degree in Electrical Engineering

## Experience

Minimum eight (8) years of experience in a Utility Environment Strong familiarity with applicable IEEE Standards, such as 1547, 519, etc. Experience with microgrids, minigrids, DER, energy storage, and other emerging technologies. Preferred: Previous experience working in Distribution, preferably in the distribution planning team of a utility

## License/Certifications

Engineering License or Trainee Engineer's Certificate issued by the Puerto Rico Examining Board for Engineers, Architects, Surveyors and Landscape Architects. Preferred: Be a member of the Puerto Rico Association of Engineers and Surveyors

## Travel Requirements

Travels: Yes Percent of time: 30% Overnight required: Yes

## Physical Demands

- Stationary Position -Frequently - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 31- 50 LBS - Vision - Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

Wet or Humid - Seldom Working near or on moving mechanical parts - Seldom Working near or on heavy machinery - Seldom Working in high places - Seldom Exposed to fumes or airborne particles - Seldom Exposed to toxic or caustic chemicals - Seldom Frequency of working in outdoor weather conditions - Seldom Work with Electricity - Seldom Work with explosives - N/A Work on or near a source of radiation - N/A Loud noise conditions (above 87dB)- Seldom

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**JOB TITLE:** Training Delivery Specialist

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

#### **POSITION OVERVIEW:**

The Training Delivery Specialist, is responsible for end-to-end training delivery practices, including the facilitation of in-person and virtual classroom training and on-the-job coaching. Customer Experience training topics include soft skills, such as communication and customer interaction, and technical skills, such as energy industry and system usage subjects. When facilitating training, the focus is on enhancing brand delivery and championing best-in-class LUMA Customer Experience practices. The Training Delivery Specialist engages Customer Experience employees in a positive learning environment that promotes individual performance, teamwork, and operational effectiveness.

#### **JOB DESCRIPTION:**

- Applies adult learning principles when conducting in-class and virtual soft skills and technical training for new and existing employees
- Uses standardized evaluations to assess training effectiveness and to improve their training delivery skills.
- Prepares for training delivery, including classroom/facility, equipment, and systems setup, availability, and distribution of course material (such as guides, job aids, posters, etc.), and pre-class communication to prepare and welcome participants
- Adheres to processes and methodologies to fulfill delivery and report on the delivery of scheduled training curricula and related activities aligned with operational strategies and goals.
- Provides support and coaching to participants in the classroom and as they transition into production to ensure they are adequately skilled and supported to meet their key performance goals
- Identifies unique challenges of some learners and creates supportive plans to address the issue
- Demonstrates ownership of training material for all delivery channels (in classroom and virtual), communicating needed corrections and updates to ensure training material and associated processes and procedures are current and effective
- Liaises with Customer Experience supervisors, managers, and directors to determine training needs to ensure goals are exceeded and practices and processes are contributing to the success of the department as well as the Training & Documentation team.
- Performs role of subject-matter expert (SME) to assist Training Documentation Specialist(s) and others in documenting processes and procedures and developing associated training material.
- Is flexible to work within a 24/7 operation in which schedules could change as per training requirements
- Superior communication (listening, verbal and written) and interpersonal skills which are essential in this role
- Strong analytical, decision-making, and problem-solving skills
- Proficient computer skills, Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)
- Ability to work effectively under minimal supervision within an environment of constant change, tight deadlines, and evolving workload and priorities. Demonstrated organizational skills to juggle competing priorities
- Open to and has the ability to respond positively to constructive feedback, applying to improve training delivery and effectiveness and participant satisfaction
- Perform major storm restoration work and associated drills as assigned
- Follow all policies and procedures
- Performs other duties as required.

#### **REQUIREMENTS**

#### Education

- Bachelor's Degree in Business Administration, Education, Human Resources, Industrial Psychology, or another related field.

#### Experience

- 2-4 years operational or customer service experience within a contact center or related field - 2-4 years of proven in-class training delivery success, preferably in a BPO environment. - Knowledge of and application of adult learning principles honed via adult learning certification or acquired on-the-job. - Prior customer service experience and the ability to understand and react to customer needs and internal expectations. Preferred: - Bilingual/fluent in English and Spanish. - Experience using e-learning software (for example, Articulate, Captivate, etc.). - Experience working in a Learning Management System (LMS), preferably Workday. - Experience working in call center operations, retail, or multi-channel environments.

#### License/Certifications

Valid Driver's License

#### Travel Requirements

- 40%

#### Physical Demands

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: N/A - Lift/ Carry over: Less than 5 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Training Documentation Specialist

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Training Documentation Specialist is responsible for and participates in analysis, development, design, implementation, and evaluation of training documentation and related policies, procedures, and processes. Training documentation/material may include communication content, design documents, e-learning content, job aids, facilitator and participant guides, presentations, on-the-job training (OJT) content, storyboards, videos, etc. The role is responsible for ensuring that the documentation they develop and maintain is accurate, current, and meets Customer Experience operational and regulatory requirements. Through the application of current, technologically advanced methods of researching and developing training documents and related policies, procedures, and processes, this role is responsible for supporting exceptional learning experiences that promote best-in-class Luma Customer Experience practices.

**JOB DESCRIPTION:**

- Applies adult learning principles to create soft skills and technical training documentation and material for new and existing employees.
- Uses standardized evaluations to assess training effectiveness, improve training material, support employees, and promote best-in-class Luma Customer Experience practices.
- Partners with business stakeholders to clarify proposed changes to policies, procedures, and processes related to Customer Experience training documentation and material
- When applicable, composes as well as maintains related Customer Experience policies, procedures, and processes records and tracks updates, revisions, and deletions to training documentation and material and, when applicable, related policies, procedures, and processes.
- Organizes, publishes, and maintains documents in SharePoint or similar document management system(s) in such a way that information is easily accessible.
- Interviews subject-matter experts (SMEs) observes work practices, and communicates with business leaders and staff, researching and analyzing information required to develop or update training documentation and material and associated policies, procedures, and processes.
- When applicable, performs regulatory compliance and agency research and analyses and writes policy and procedure documentation in accordance with business goals, regulatory compliance, and legal requirements
- Develops all documentation and material in accordance with LUMA documentation development standards.
- Prepares, packages, and presents draft documentation to management, compliance/risk, subject-matter experts, and appropriate leaders for review and publication approval
- Performs regular assessments on the effectiveness of the training documents and materials.
- When applicable, designs training courses and curricula and leads the development of associated training documentation and material.
- Highly organized, detail and process-oriented, as well as able to work with a high volume of documents in a fast-paced environment on large and small projects, with changing priorities
- Excellent written and verbal communication skills, with the ability to communicate and interact effectively with all levels
- Excellent analytical, listening, and interviewing skills with the ability to accurately capture and document details
- Excellent writing, editing, proofreading, and process mapping skills, with knowledge of and experience in the application of policy and procedures standards and regulatory requirements
- Advanced computer

software proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and other software applications, such as process mapping tools and Adobe Acrobat Pro - Strong self-starter and self-motivator, with the ability to work autonomously under general supervision while performing job duties - Performs other duties as required - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

## **REQUIREMENTS**

### **Education**

- Bachelor's Degree in Business Administration, Education, Human Resources, Industrial Psychology, Instructional Design, or another related field.

### **Experience**

- Minimum 4 years of experience writing/formulating policy and procedure documentation, preferably customer service related. - Minimum 4 years of experience developing and writing training material. - Demonstrated experience in the development of policy, procedure, and forms documentation. - Demonstrated experience performing regulatory compliance research and analysis, using industry standard tools, and the ability to develop comprehensive policy and procedure documentation in accordance with regulatory requirements. - Demonstrated experience in the use of Information Mapping Document Development Methodology and use of various documentation authoring tools. - Bilingual/fluent in English and Spanish, both spoken and written. Preferred: - Experience working directly or indirectly with operations/customer service teams, using online learning tools (such as Articulate, Captivate, etc.), managing projects, creating forms, and working in call center operations, retail, or multi-channel environments

### **License/Certifications**

- Valid Driver's License.

### **Travel Requirements**

- 10%

### **Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: N/A - Lift/ Carry over: Less than 5 LBS - Vision: Vision acuity to operate vehicle - Hearing: Understanding sounds required for operating vehicle

### **Working Conditions**

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Administrative Support, Regional Customer Experience

**DEPARTMENT:** Customer Experience

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Administrative Support role is responsible for welcoming company visitors, operating a multi-line telephone system to answering incoming calls and directing callers to appropriate staff members and for providing administrative and clerical support to various departments as needed.

**JOB DESCRIPTION:**

- Answer incoming telephone calls, screens callers regarding the purpose of the call, and transfer to the appropriate staff member or department - Welcome company visitors, determines nature of business and announce visitors to appropriate company employee - Covers front reception coverage when Receptionist is unavailable - Assist various departments with special projects (filing, organizing, compiling presentations and other duties as required) - Maintain supply inventory by checking stock to determine inventory level; anticipates needed supplies by ordering trends; place and expedite orders; verifies receipt of supplies, etc. - Receives, arranges, and distributes office materials and equipment - Work with facilities to clean vacated space and ensure that all new employees have a clean and properly stocked workstation - Assists with meeting room set up in anticipation for large meetings - Proficient skills in the use of computer applications (MS Office) - Excellent interpersonal skills through effective verbal and written communication while demonstrating professionalism in all communications - Strong attention to detail, organizational and time-management skills - Follow all policies and procedures - Performs other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

**Education**

- High School Diploma or equivalent (GED).

**Experience**

- &lt; 1 Year Preferred: - Bilingual Language Skills (English/Spanish)

**License/Certifications**

- N/A

**Travel Requirements**

- N/A

**Physical Demands**

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Seldom - Climb: N/A - Kneel: N/A - Grab: N/A - Bend: N/A - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** CX Advisor, Contact Center  
**DEPARTMENT:** Customer Experience  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

The Customer Experience Advisor (CXA) is responsible for managing inbound customer voice calls and interactions including those handled by Associate Customer Experience Advisors (ACXA), as well as more complex interactions, such as new service start requests, service orders, etc. These interactions may also include written communication with customers, such as email, chat, mail, or social media interactions. This role may be expected to work late nights and weekends as required. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, night and weekends shifts.

**JOB DESCRIPTION:**

- Answer incoming calls from customers for basic interactions, as well as more advanced call types, such as new service requests and service orders. - Respond to customer interactions from written channels, such as email, mail, chat, and social media channels. - Provide a positive customer experience with every customer by showing empathy and understanding and ensuring the customer that situation is owned to resolution - Negotiate account resolution with the customer as appropriate - Assist in the identification and development of creative solutions to address and reduce future customer complaints and support a positive customer experience - Demonstrates strong interpersonal skills through effective verbal and written communication with a focus on customer service and the ability to manage and resolve conflict - Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook). - Proficiency in utilizing CC&B functionality - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Perform other duties as assigned

**REQUIREMENTS**

Education

- High School Diploma or equivalent

Experience

- +1 Year of experience in customer service Preferred: - +3 Years in contact centers or customer experience

License/Certifications

- N/A

Travel Requirements

- 0%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Frequently - Climb: N/A - Kneel: Frequently  
- Grab: Frequently - Bend: Seldom - Lift/ Carry over: 5-10 LBS - Vision: 20/20 Corrected - Hearing: Receive detailed information if spoken to

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Project Coordinator, Facility Capital Mgmt

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position supports the Project Manager in all phases of projects and may lead small projects under the direct guidance of a Project Manager through consistent application of established project management concepts and internal processes. Responsibilities include creating project charters, estimating, scheduling, cost and schedule tracking, cost forecasting, project close, and lessons learned.

**JOB DESCRIPTION:**

- Analyze project scope to ensure it is complete and clearly defined, with assistance from the PM. - Assist in developing project estimates, using historical data. - Assist in developing the project schedule, using existing project templates. - Assist the Project Manager in arranging field checks, hazmat, and environmental review meetings. - Assist the Project Manager in preparing for and assisting in the project kick off team meeting. - Escalate major issues to the Project Manager in a timely manner. - Write project charters. - Assist in preparing the Project Management Plan. - Assist the Project Manager and team members in preparing the initial Risk Matrix. - May be required to lead the above noted activities independently for less complicated projects, with assistance from the Project Manager. - Assist in Identifying and tracking all key activities and milestone dates. - Evaluate the regular schedule updates from the project team members to identify impacts on critical path activities. - Assist the Project Manager in evaluating impacts to the schedule due to scope changes. - Escalate issues to the Project Manager, as required - Assist the Project Manager to ensure that the Project process is being followed. - Assist the Project Manager to ensure all key documents are in the central project file SharePoint site. - Assist in assembling all the project documents for project close. - Assist in assembling, filing, and sharing of the lessons learned on the project. - Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures. - Other duties as required. - Must have strong understanding of financial analysis and accounting. - Demonstrated success managing multiple transactions and/or projects. - Strong supervision and leaderships skills - Sound understanding of workplace laws, regulations and bylaws affecting the operation of buildings - Strong working knowledge of all aspects of building operations and maintenance. - Ability to read and understand building floor plans and design drawings. - Knowledge of the Building Acts and Codes an asset. - Proficient in the Spanish language with the ability to read, write and speak. Spoken and written English fluency will be considered an asset - Competent and knowledgeable with programs and applications such as Word / Excel / PowerPoint / Visio / Google Docs / SharePoint.

**REQUIREMENTS**

Education

Required Bachelor's degree in area of relevant experience      Preferred Certified Associate in Project Management Designation

## Experience

Required 1 - 3 years of facilities experience, with an emphasis of leading in customer service and capital projects environments

## License/Certifications

Certification for the following: Workplace Hazardous Materials Information System (WHMIS), First Aid Standards Valid class 5 drivers license

## Travel Requirements

Travels: Yes Percent of time: 25% Overnight required: Yes, when required

## Physical Demands

- Stationary Position - Seldom - Pushing/Pulling/Reaching - Seldom - Climb - Seldom - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 10 – 30 Lbs. - Vision – Vision acuity to operate vehicle - Hearing - Receive detailed information if spoken to

## Working Conditions

- Wet or Humid - Yes - Working near or on moving mechanical parts - Yes - Working near or on heavy machinery - Yes - Working in high places - Yes - Exposed to fumes or airborne particles - Possibly - Exposed to toxic or caustic chemicals - Possibly - Frequency of working in outdoor weather conditions - Yes - Work with Electricity - Possibly - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- Possibly - Other Environmental Factors including weather conditions\_\_N/A

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**JOB TITLE:** Utility Electrician - IBEW

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Under general supervision, this position provides a field interface between the customer and operation to deliver superior customer service. This position will work on systems < 240 volts and on self-contained residential metering. Other duties include meter reading, complaints, AMR metering validations, collections and energy diversion investigations. We have a variety of different and enriching work available with our team: Distribution, Transmission, Outage Dispatch, Construction, and working on a variety of different projects across the island. This position will be subject to rotating on-call and rotating shifts. All shift types are available with current options as morning, evening, and night shifts.

**JOB DESCRIPTION:**

- AMR Verifications, trouble shooting and manual meter reading - Installation of meters and removal metering. - Removal of meters on delinquent accounts (cut offs) - Order, receive and maintain meter inventory/load limiters as requested - System audits/verifications (e.g. map updates, street light count, lights out patrols, asset verifications) - Driving vehicle for journeyman while they are doing system inspections - May assist with traffic control around construction worksites - May assist and/or support the checking of construction following clear instructions (e.g. underground trench inspections before cover up) - Administration support for field staff as required (e.g. line patrol documentation, etc.) - Basic computer knowledge, such as MS Office and applications related to the role. - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

- Grade 12 high school diploma or equivalent (GED)

Experience

- 0-3 year of related technical experience in a safety sensitive environment

License/Certifications

- Valid Drivers License - Valid First Aid Certification with CPR and AED

Travel Requirements

40%

Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: Constantly - Climb: Constantly - Kneel: Constantly - Grab: Constantly - Bend: Constantly - Lift/ Carry over: 31-50 LBS - Vision: Vision acuity to operate a vehicle - Hearing: Understanding sounds required for operating a vehicle

#### Working Conditions

- Wet or humid: Constantly - Working near or on moving mechanical parts: Constantly - Working near or on heavy machinery: Constantly - Working in high places: Constantly - Exposed to fumes or airborne particles: Constantly - Exposed to toxic or caustic chemicals: Constantly - Frequency of working in outdoor weather conditions: Constantly - Work with electricity: Constantly - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Constantly - Other environmental factors including weather conditions: Constantly - Other:

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**JOB TITLE:** Administrative Asst, Severe Weather Planning

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

This position will be responsible for the administrative needs of the Severe Weather Planning & Emergency Strategies functional area by supporting business functions and project administration processes. Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. The use of multiple databases may be required. Issues and exceptions may require some analysis to resolve.

**JOB DESCRIPTION:**

- Administers and coordinates the processes established in the Severe Weather Planning & Emergency Strategies functional area - Assist with the coordination of severe weather and emergency scenario set-up, planning, and execution - Administering general office duties including answering phones, coordinating meetings, helping with travel arrangements, and preparing, sorting and distributing mail and courier packages - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Support the financial process including receiving, tracking, verifying, and processing invoices; processing financial transactions (travel, credit card, etc.); supporting the budget processes; creating requisitions and/or purchase orders. - Coordinate office set up including coordination of furniture and equipment inventory and repairs, office moves, and ordering, tracking, and maintaining supplies and inventory. - Respond to employee and customer inquiries and investigate anomalies. - Proficient skills in the use of computer applications (Microsoft Office, databases, SharePoint, etc.) - Organizational and time management skills with an ability to handle multiple competing requests - Provide excellent customer service, strong and professional verbal and written communication skills, and excellent attention to detail - Follow all policies and procedures - Other duties as assigned Perform assigned functions during major storm restoration events and participates as assigned in associated drills

**REQUIREMENTS**

Education

- Diploma de escuela superior o su equivalente (GED) - Minimum of 3 years related experience - Full proficiency in English and Spanish

Experience

- Experience working in utilities - > 1 Year

#### License/Certifications

- Office administration diploma or certification

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: Yes

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Frequently - Climb - Seldom - Kneel - Seldom  
- Grab - Seldom - Bend - Seldom - Lift/carry over - - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to

#### Working Conditions

- Wet or Humid - Seldom - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions- seldom

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**JOB TITLE:** Administrative Asst, Dist Engineering  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager or Supervisor, this position will be responsible for the administrative needs of the functional area by supporting business functions and project administration processes. Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. The use of multiple databases may be required. Issues and exceptions may require some analysis to resolve.

**JOB DESCRIPTION:**

- Administering general office duties including answering phones, coordinating meetings, helping with travel arrangements, and preparing, sorting and distributing mail and courier packages.
- Prepares and maintains routine reports using established templates.
- Time and data entry, process work orders, document processes and maintain records and manuals.
- Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management.
- Support the financial process including receiving, tracking, verifying, and processing invoices; processing financial transactions (travel, credit card, etc.); supporting the budget processes; creating requisitions and/or purchase orders.
- Coordinate office set up including coordination of furniture and equipment inventory and repairs, office moves, and ordering, tracking, and maintaining supplies and inventory.
- Respond to employee and customer inquiries and investigate anomalies.
- Proficient skills in the use of computer applications (Microsoft Office, databases, etc.).
- Organizational and time management skills with an ability to handle multiple competing requests.
- Provide excellent customer service, strong and professional verbal and written communication skills, and excellent attention to detail.
- Follow all policies and procedures.
- Other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.

**REQUIREMENTS**

**Education**

Required Education: - High School Diploma.

**Experience**

Preferred Experience: - Experience working in utilities. - > 1 Year.

**License/Certifications**

Preferred Licenses/Certification - Office administration diploma or certification.

**Travel Requirements**

- Travels: No. - Percent of time: 0%. - Overnight required: N/A.

#### Physical Demands

- Stationary Position - Constantly. - Pushing/Pulling/Reaching - Seldom. - Climb - N/A. - Kneel - Seldom. - Grab - Seldom. - Bend - Seldom. - Lift/carry over - 5-10 LBS. - Vision - 20/20 Corrected Vision. - Hearing - Receive detailed information if spoken to.

#### Working Conditions

- Wet or Humid - N/A. - Working near or on moving mechanical parts - N/A. - Working near or on heavy machinery - N/A. - Working in high places - N/A. - Exposed to fumes or airborne particles - N/A. - Exposed to toxic or caustic chemicals - N/A. - Frequency of working in outdoor weather conditions - N/A. - Work with Electricity - N/A. - Work with explosives - N/A. - Work on or near a source of radiation - N/A. - Loud noise conditions (above 87dB)- N/A. - Other Environmental Factors including weather conditions:\_\_\_\_N/A\_\_\_\_.

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**JOB TITLE:** Administrative Asst, Systems Ops

**DEPARTMENT:** Utility Transformation

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager or Supervisor, this position will be responsible for the administrative needs of the functional area by supporting business functions and project administration processes. Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. The use of multiple databases may be required. Issues and exceptions may require some analysis to resolve.

**JOB DESCRIPTION:**

- Administering general office duties including answering phones, coordinating meetings, helping with travel arrangements, and preparing, sorting and distributing mail and courier packages - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Support the financial process including receiving, tracking, verifying, and processing invoices; processing financial transactions (travel, credit card, etc.); supporting the budget processes; creating requisitions and/or purchase orders. - Coordinate office set up including coordination of furniture and equipment inventory and repairs, office moves, and ordering, tracking, and maintaining supplies and inventory. - Respond to employee and customer inquiries and investigate anomalies. - Proficient skills in the use of computer applications (Microsoft Office, databases, etc.) - Organizational and time management skills with an ability to handle multiple competing requests - Provide excellent customer service, strong and professional verbal and written communication skills, and excellent attention to detail - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - High School Diploma - &lt 1 Year

Experience

Preferred Experience: - Experience working in utilities - > 1 Year

License/Certifications

Preferred Licenses/Certification - Office administration diploma or certification

Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to \_\_\_\_\_

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions:\_\_\_\_N/A\_\_\_\_

**NOTE: THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LISTING OF ACTIVITIES, DUTIES OR RESPONSIBILITIES THAT ARE REQUIRED OF THE EMPLOYEE. DUTIES, RESPONSIBILITIES, WORKING CONDITIONS, PHYSICAL DEMANDS, AND ACTIVITIES MAY CHANGE OR NEW ONES MAY BE ASSIGNED AT ANY TIME WITH OR WITHOUT NOTICE.**

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**JOB TITLE:** Administrative Asst, Trans and Substation Eng

**DEPARTMENT:** Engineering & Asset Management

**CLASSIFICATION:** United States of America (Non-Exempt)

**POSITION OVERVIEW:**

Reporting to the Manager or Supervisor, this position will be responsible for the administrative needs of the functional area by supporting business functions and project administration processes. Work consists of a variety of standardized tasks performed within clearly defined procedures. Decisions involve selection of the appropriate procedure/technique to follow among defined alternatives. The work performed is under frequent supervision and is defined by standard practice and procedures. Unusual problems or concerns are escalated. This position is responsible for providing general clerical and administrative support to the business area. The use of multiple databases may be required. Issues and exceptions may require some analysis to resolve.

**JOB DESCRIPTION:**

- Administering general office duties including answering phones, coordinating meetings, helping with travel arrangements, and preparing, sorting and distributing mail and courier packages - Prepares and maintains routine reports using established templates - Time and data entry, process work orders, document processes and maintain records and manuals - Coordinate and maintain office calendars (leaders, vacation, event, etc.), book meetings including logistics, create agendas, and take minutes, draft correspondence, and perform records management - Support the financial process including receiving, tracking, verifying, and processing invoices; processing financial transactions (travel, credit card, etc.); supporting the budget processes; creating requisitions and/or purchase orders. - Coordinate office set up including coordination of furniture and equipment inventory and repairs, office moves, and ordering, tracking, and maintaining supplies and inventory. - Respond to employee and customer inquiries and investigate anomalies. - Proficient skills in the use of computer applications (Microsoft Office, databases, etc.) - Organizational and time management skills with an ability to handle multiple competing requests - Provide excellent customer service, strong and professional verbal and written communication skills, and excellent attention to detail - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

**REQUIREMENTS**

Education

Required Education: - High School Diploma - &lt 1 Year

Experience

Preferred Experience: - Experience working in utilities - > 1 Year

License/Certifications

Preferred Licenses/Certification - Office administration diploma or certification

#### Travel Requirements

- Travels: No - Percent of time: 0% - Overnight required: N/A

#### Physical Demands

- Stationary Position - Constantly - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab - Seldom - Bend - Seldom - Lift/carry over - 5-10 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive detailed information if spoken to \_\_\_\_\_

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions: \_\_\_\_\_N/A\_\_\_\_\_

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**JOB TITLE:** Supervisor, Contract Administration

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Project Control Director, the Contract Administration Supervisor position is leadership position responsible for overall Contract Administration work in support of Projects. This role is responsible for frontline supervision of contract administrators and ensuring contracts are administered and managed within defined standards and consistent LUMA practices applicable to capital project execution. The supervisor helps set direction for the group by providing functional leadership and in supporting the development of best practices and consistent standards and help the contract administration team encompasses contract administration activities for all LUMA capital projects.

**JOB DESCRIPTION:**

- Act as a functional expert of contract administration and management practice within LUMA. Provide leadership within the contract management team from a technical front in order to provide development opportunities for frontline staff. - Responsible for ensuring the correct application of internal controls, checks and balances and for establishing and evoking methodologies to update processes and procedures based on historical triggers. - Responsible for the day to day supervision, coordination, administration & instruction of frontline contract administration staff. - Responsible for managing team workloads & monitoring delivery timelines & for the quality of completed group deliverables. - Supports the workgroup in terms of long-term direction of the workgroup; represents his team at a management team level to provide insight & leadership within business plan development & in championing strategic initiatives within the group. - Responsible for the application of consistent standards within the team to ensure consistency between contracts and administrators; reviews best practices in industry and internal to LUMA and provides recommendations. - Good understanding of Risk, Risk Allocation and management of risk in Contracts. Knowledge and understanding of US and Canada Contract Law, Contract Composition, Contract Claims Settlement, and Dispute Resolution is required. - Perform other duties as assigned. - Perform major storm restoration work and associated drills as assigned. - Follow all policies and procedures.

**REQUIREMENTS**

**Education**

- Undergraduate Degree Program, Business degree program, Degree Law program, Supply Chain Program, college diploma, or technical institute certificate.

**Experience**

- Minimum 8 years of Contract Management experience a utility or EPC environment - Experienced in Contract Change management and conflict resolution and taking part, supporting and preparing evidences for contract resolution adjudication processes is required. - Experience with value Engineering, Procurement, Construction and Commissioning Contracts (EPCC) both fixed and variable rate contract is

required. - Experience in Contract Change management and conflict resolution and taking part, supporting and preparing evidences for contract resolution adjudication processes is required. - Contract management or Supply Chain Management training and experience.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 10%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: Less than 5 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: N/A - Working near or on moving mechanical parts: N/A - Working near or on heavy machinery: N/A - Working in high places: N/A - Exposed to fumes or airborne particles: N/A - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: N/A - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): N/A - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Sr Accounts Payable Associate, Trans and Dist

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Senior Associate, Transmission & Distribution (T&D) Accounts Payable is responsible for controlling expenses by receiving, processing, verifying, and reconciling invoices as well as completing payments. The role is responsible for providing these services in an effective and efficient manner will ensure that company finances are accurate and up-to-date and to interface with key operating personnel responsible for construction activities.

**JOB DESCRIPTION:**

'- Accurately code T&D business invoices as necessary - Match purchase orders with invoices and process for payment - Process all T&D business non-purchase order invoices for payment - Process weekly check run, and manual checks as needed for T&D business. - Assure that payments are made on time and that all payment discounts are utilized - Reconcile vendor statements and research outstanding items in a timely manner for generation business - Maintain W-9's for vendors and process 1099's at year-end - Maintaining and updating process documentation - Complete special projects for department managers and project managers as requested - Proficient in the Spanish language with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Proficient and knowledgeable with computer programs and applications such as Word, Excel, PowerPoint, Visio, Google Docs, and SharePoint. - Strong analytical and attention to detail skills - Ability to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Ability to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong verbal and written communication as well as presentation skills - Strong interpersonal skills with the ability to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals with a focus on customer service excellence - Perform other duties as assigned - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administrator

**Experience**

Required: - Minimum of 3 years of experience in accounting/accounts payable Preferred: - +3 years of experience in accounts payable

**License/Certifications**

Required: - Valid driver's license

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - Vision acuity to operate vehicle - Hearing  
- Receive detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud noise conditions (above 87dB)- N/A - Other Environmental Factors including weather conditions \_\_\_None\_\_\_\_\_

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**JOB TITLE:** Manager, Distribution Projects

**DEPARTMENT:** Capital Programs

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

This position reports to the Section Manager, Distribution Projects. This is a leadership position accountable and responsible for the overall project planning, organizing, management, supervision, coordination and administration of all capital Distribution projects including all distribution level substation and line work in order to achieve project completion on budget, on time, as per agreed scope and with proper risk and quality management. This position supports LUMA through the planning and delivery of project work through all phases of new capital projects and is responsible for the effective planning and assigning appropriate resources in delivery of all phases of project.

**JOB DESCRIPTION:**

- Accountable for monitoring, tracking of schedules, costs, risks and quality, supervising and reporting on project deliverables including external contractors.
- Accountable for assigning project managers and coordinators to projects for execution, including managing interfaces with contractors during construction and ensure that all project deliverables are completed.
- Ensure contract policies & practices are followed to ensure the company achieves the accepted intent of agreements, have methods to manage change/exceptions and properly protects the company from failure risks.
- Ensure, evaluate and monitor the quality process within their area of responsibility, assuring that every aspect of their work and services meet or exceed customer expectations and are consistent with the quality goals of the company.
- Effectively communicate with appropriate internal and external groups including Municipal, State and Federal agencies, Indigenous Groups, contractors, and internal staff.
- Provide daily direction and mentorship to Senior Project Managers, Project Managers and Project Coordinators to ensure that PMO Processes, Procedures, Quality Assurance and inspection programs are being adhered to.
- Excellent, organizational, communication, interpersonal and leadership skills. Strong ability to develop and deliver effective presentations and facilitate meetings as related to strategy, training, and collaborating with various stakeholders.
- Supervisory skills relating to site management of multiple work groups and contractors
- Perform other duties as assigned.
- Perform major storm restoration work and associated drills as assigned.
- Follow all policies and procedures.

**REQUIREMENTS**

**Education**

Bachelor of Science, Engineering, Business, or technical institute Project management Professional (PMP or PgMP).

**Experience**

- Minimum of 7 years experience in a large electrical utility environment with knowledge in design, construction, and commissioning of electric utility systems, equipment and components.
- Experienced working on Regulated Utilities and managing project interfaces with Regulatory Commission and

Independent System Operators, International Aid Agency Interfaces on Large Utility Scale. - Knowledgeable in OH&S Safety Regulations as well as applicable Municipal, States and Federal Legislation is considered an asset.

#### License/Certifications

- Valid Driver's License.

#### Travel Requirements

- 30%

#### Physical Demands

- Stationary Position: Constantly - Pushing/ Pulling/ Reaching: N/A - Climb: N/A - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 31-50 LBS - Vision: 20/20 Corrected Vision - Hearing: Receive detailed information if spoken to.

#### Working Conditions

- Wet or humid: Seldom - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Seldom - Working in high places: Seldom - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: Seldom - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: Seldom - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (above 87 db): Seldom - Other environmental factors including weather conditions: N/A - Other:

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**JOB TITLE:** Manager, Fleet Ops & Maintenance Facilities

**DEPARTMENT:** T&D Operations

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Responsible for the supervision of multiple fleet facilities, fleet vehicles/equipment, and fleet operations within an assigned area of LUMA's service territory. Ensures that all fleet personnel maintain complete and precise adherence to all LUMA, federal, and local regulations, policies, and guidelines. Supervises and administers the maintenance and repair on all fleet vehicles and equipment. Responsible for promoting and ensuring a clean, healthy, and safe working environment for all personnel. Create an environment that not only promotes, but achieves a safe working environment, where we consistently provide affordable and reliable service.

**JOB DESCRIPTION:**

- Accountable for all Fleet Maintenance Facilities & FMIS (fleet management information system) data entry - Implementation of the operation's aspects of the fleet strategic initiative. Develops and reviews department metrics, scorecards, and standards to evaluate and maximize garage operations. Ensures the accuracy, integrity, and reporting of fleet operations metrics and data within fleet information systems and applications - Responsible for the development and implementation of plans to achieve on-time and metric performance within an assigned area including preventative maintenance, vehicle safety, and, affordability - Responsible for the management and leadership of garage operations within an assigned area of LUMA's service territory, assuring utilization of best practices across all fleet operations. Partners with directors, other managers, and supervisors to sustain and maximize client services. Resolves escalated issues regarding garage clients, and vendors - Develop, manage and lead all Fleet personnel. Provides training and feedback to garage employees regarding performance, quality, standards, expectations, and client services - Maintain fleet availability to meet the needs of Operations. Responsible for scheduled, demand and emergency maintenance of all Fleet assets. Ensure maintenance and purchasing consistency, - Ensure compliance with all safety and regulatory requirements and a safe working environment for all employees and personnel and minimize and/or eliminate personnel injuries and vehicle incidents. Promotes and fosters company safety, wellness, and accident prevention programs. Interacts with federal, and local regulators and agencies - Responsible for the management and forecasting the area budget and fleet/garage operations annual maintenance budget - Produce and deliver verbal and written presentations regarding fleet operations for management - Excellent understanding and demonstrated performance in Fleet management operations and responsibilities. Excellent business acumen, working knowledge of Fleet safety and regulatory requirements, and of Fleet crewing and staffing requirements - Strong communications skills and ability to manage operations vendors/contractors. Highly motivated for excellence in customer service - Advanced knowledge of Labor Relations - Ability to manage a safety program, improve program efficiency, foster accountability, and take initiative, and to understand, prioritize, and coordinate work on a large and diverse fleet of over 3,000 vehicle units - Leadership, organizational, and process improvement skills required - Excellent Computer skills (Microsoft Office Applications) - Follow all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

Bachelor's Degree in business administration or related field is preferred, or substituted with High School diploma/GED and 5-10 years of management experience.

### **Experience**

- 5-10 years Experience in Management of fleet maintenance facilities. - Experience with team building, motivation, change management, safety management, and project management - Experience with budget planning and management, and business planning. Prior experience in managing budgets of \$1 million or more desired - Experience with exempt, non-exempt, and union environment leadership - Experience with performance planning and appraisal, behavior modification, and client focus - Prior automotive and truck maintenance and repair experience desired - Prior experience within a union environment and utility and construction industries desired

### **License/Certifications**

- Valid drivers license - Clean driving record

### **Travel Requirements**

50%

### **Physical Demands**

- Stationary Position: Frequently - Pushing/ Pulling/ Reaching: Seldom - Climb: Seldom - Kneel: Seldom - Grab: Seldom - Bend: Seldom - Lift/ Carry over: 10-30 LBS - Vision: Vision acuity to operate vehicle - Hearing: Receive detailed information if spoken to

### **Working Conditions**

- Wet or humid: Frequently - Working near or on moving mechanical parts: Seldom - Working near or on heavy machinery: Frequently - Working in high places: N/A - Exposed to fumes or airborne particles: Seldom - Exposed to toxic or caustic chemicals: N/A - Frequency of working in outdoor weather conditions: Seldom - Work with electricity: N/A - Work with explosives: N/A - Work on or near a source of radiation: N/A - Loud Noise conditions (abover 87 db): Seldom - Other environmental factors including weather conditions: NA - Other:

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**JOB TITLE:** Associate, Generation Accounts Payable

**DEPARTMENT:** Finance

**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

The Associate, Generation Accounts Payable, primary job duties consist of controlling expenses by receiving, processing, verifying, and reconciling invoices as well as completing payments. Providing these services in an effective and efficient manner will ensure that company finances are accurate and up to date. The Associate Accounts Payable is expected to perform their work in such a way that it supports and embodies the company's culture of safety, reliability, integrity, advocacy, and collaboration.

**JOB DESCRIPTION:**

' - Ability to interface with key operating personnel responsible for construction activities. - Accurately code Generation business invoices as necessary - Match purchase orders with invoices and process for payment - Process all Generation business non-purchase order invoices for payment - Process weekly check run and manual checks as needed for Generation business. - Assure that payments are made on time and that all payment discounts are utilized - Reconcile vendor statements and research outstanding items in a timely manner for generation business - Maintain W-9's for vendors and process 1099's at year-end - Handle vendor calls and inquiries in a timely and professional manner - Maintaining and updating process documentation - Complete special projects for department managers and project managers as requested - Perform and assist with other tasks and duties as directed by supervisor - Proficient in Spanish languages with the ability to read, write and speak - Spoken and written English fluency will be considered an asset - Perform major storm restoration work and associated drills as assigned - Follow all policies and procedures - Other duties as assigned - Competent and knowledgeable with programs and applications such as Word/Excel/PowerPoint/Visio/Google Docs/SharePoint. - Strong analytical skills - Must be able to perform complex calculations, understand accounting impact and implications of transactions and perform complex reconciliations of large volumes of data - Strong organizational skills required to manage multiple, concurrent tasks - Must be able to quickly learn new systems technology, multi-task and prioritize in a dynamic environment in order to meet strict deadlines - Strong written and oral communication and presentation skills necessary as well as a strong commitment to customer service excellence; - Strong interpersonal skills; must be able to build relationships and effectively interact with other accounting and non-accounting departments to achieve shared goals

**REQUIREMENTS**

**Education**

Required: - Bachelor's Degree in Accounting, Finance or Business Administration

**Experience**

Required: - Minimum of 1 year of experience in accounting/accounts payable Preferred: - + 3 years of experience in accounting/accounts

**License/Certifications**

N/A

#### Travel Requirements

Travels: Yes Percent of time: 20% Overnight required: No

#### Physical Demands

- Stationary Position - Frequently - Pushing/Pulling/Reaching - Seldom - Climb - N/A - Kneel - Seldom - Grab  
- Seldom - Bend - Seldom - Lift/carry over - 10 - 30 LBS - Vision - 20/20 Corrected Vision - Hearing - Receive  
detailed information if spoken to

#### Working Conditions

- Wet or Humid - N/A - Working near or on moving mechanical parts - N/A - Working near or on heavy  
machinery - N/A - Working in high places - N/A - Exposed to fumes or airborne particles - N/A - Exposed  
to toxic or caustic chemicals - N/A - Frequency of working in outdoor weather conditions - N/A - Work  
with Electricity - N/A - Work with explosives - N/A - Work on or near a source of radiation - N/A - Loud  
noise conditions (above 87dB)- N/A - Other Environmental Factors including weather  
conditions\_\_None\_\_\_\_\_

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**JOB TITLE:** Lead Engineer, Trans Strategy and Plans  
**DEPARTMENT:** Engineering & Asset Management  
**CLASSIFICATION:** United States of America (Exempt)

**POSITION OVERVIEW:**

Reporting to the Supervisor Asset Planning, this position is responsible for the leadership and development of the Asset Strategy & Analytics team in order to meet operational and strategic deliverables targets. The role will require well-rounded technical aptitude, high problem-solving ability and excellent teamwork skills to be successful.

**JOB DESCRIPTION:**

- Responsible for long-term asset renewal strategies and forecasts through aggregation of various operational indices (condition, performance, constraints and financial data) for all major asset portfolios, analyzing risks and understanding asset trends and correlations
- Manage the development and implementation of prioritization and optimization framework for various investments and work activities across different asset portfolios to enhance decision-making and business planning
- Develop (scope and business justifications), prioritization and bundling efforts for asset-related Capital Maintenance projects and Operation & Maintenance (O&M) programs. This includes developing asset renewal plans, annual maintenance program plans, prioritization of O&M deficiencies and supporting other key works (e.g. capacity increase, system improvement, grid reliability & resiliency, etc.)
- Develop and implement of various asset strategies/initiatives:
  - Maintenance strategies, such as maintenance routines, sparring strategies, life cycle studies and contingency plans
  - Maintenance compliance program to meet legislative/regulatory requirements
  - Asset-related environmental initiatives, such as avian protection, PCB and SF6 management and spill/leak mitigation
  - Assist in managing corporate risks by developing priorities and financial planning for future O&M and Capital Maintenance Programs
  - Participate in new applications development, including functional requirements, equipment specifications and implementation program development, such as online monitoring and predictive maintenance
  - Participate in project scope development and design reviews
  - Engage appropriate stakeholders to obtain necessary information to enhance upfront planning and decision-making
  - Benchmarking studies to identify areas for improvement in the organization
  - Provide input and context to annual business plans and regulatory submissions based on optimized and prioritized short and long-term asset plans, aligned with the business objectives that drive all asset-related Capital and O&M work, budgets and resources
  - Provide leadership, direction and supervision for all initiatives within the group to ensure operational and strategic targets can be met
  - Optimize the use of resources across the group and liaise with other Supervising Engineers to ensure initiatives and efforts are fully integrated
  - Monitor consolidated business metrics to ensure targets are met and identify trends, issues
- Responsible for goal development, performance assessment, coaching and succession planning, as well as ensure all employees have career development plans
- Ensure appropriate competency and training for staff
- Provide visible leadership to ensure compliance with the corporate policies and best practices related to Health, Safety and Environment
- Manage and maintain relationships with Supervising Engineers in the field, Regional Managers and with peers within and external to LUMA
- Proven leadership skills & ability to nurture/coach professionals & field employees
- Technical knowledge in power flow as well as line and

equipment (design, constructability and applications) - Strong understanding of strategic asset management and business planning, including transmission and distribution asset operation and maintenance planning, capital investment rationalization, as well as lifecycle value analysis - and associated Electrical & Utility codes - Strong business knowledge in the utility & regulated environment - Working knowledge of our Operations groups & the challenges they face day to day - Proven experience applying sound judgment to make decisions - Proven ability to manage and resolve conflict - Strong interpersonal and relationship development skills - Strong verbal and written communication skills - Follows all policies and procedures - Other duties as assigned - Perform major storm restoration work and associated drills as assigned

## **REQUIREMENTS**

### **Education**

- Bachelor of Science Degree in Engineering Preferred Education - Degree in Electrical Engineering

### **Experience**

- Minimum eight (8) years of experience in a Utility Environment Preferred Experience - Previous experience working in Transmission, Substation, and/or Distribution

### **License/Certifications**

- Professional Engineer or Professional Licensee designation.

### **Travel Requirements**

Travels: Yes Percent of time: 30% Overnight required: Yes

### **Physical Demands**

- Stationary Position -Frequently • Pushing/Pulling/Reaching - Seldom • Climb - Seldom • Kneel - Seldom
- Grab - Seldom • Bend - Seldom • Lift/carry over - 10 - 30 LBS • Vision - Vision acuity to operate vehicle
- Hearing - Receive detailed information if spoken to

### **Working Conditions**

- Wet or Humid - Seldom • Working near or on moving mechanical parts - Seldom • Working near or on heavy machinery - Seldom • Working in high places - Seldom • Exposed to fumes or airborne particles - Seldom • Exposed to toxic or caustic chemicals - Seldom • Frequency of working in outdoor weather conditions - Seldom • Work with Electricity - Seldom • Work with explosives - N/A • Work on or near a source of radiation - N/A • Loud noise conditions (above 87dB)- Seldom

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