



# Associate Area Manager

## Responsibilities:

- Ensure seamless communication between Senior leadership, customers, and operational teams
- Monitor daily goals for multiple operations teams and leverage relevant metrics that drive safety and quality within the district
- Ensure customer relations are at the most professional level by addressing and escalating questions as needed
- Develop and maintain effective working relationships with all employees, utility customer personnel, and the community
- Maintain an active presence in field operations to build and maintain a strong culture within the district
- Effectively manage supervisors and technicians
- Support supervisor and technician professional development
- Responsible for assisting the Area Manager with the interview and selection process of personnel within the district
- Coach and assist supervisors with attendance and performance conversations with technicians
- Partner with HR to manage employee relations
- Ensure damage investigations are completed in a timely manner
- Responsible for maintaining proper asset management and vehicle maintenance
- Ensure all Overhead policies, programs, and procedures are followed

## Qualifications:

- 2+ years supervisory experience preferred
- Bachelor's degree preferred
- Prior P&L experience preferred

## Required Skills:

- **Work Ethic:** Belief that work and diligence have a moral benefit and strengthen character and individual abilities.
- **Accountability:** Taking responsibility for their own actions, their team's actions, and the outcomes of those actions
- **Sense of Ownership:** Belief that a person has accountability for the quality and outcome of their own work
- **Attention to Detail:** Ability to efficiently and consistently focus on all areas of a task or project
- **Communication:** Ability to effectively convey directives, processes, and feedback as well as receive feedback from direct reports
- **Time management:** Ability to organize and plan how to divide your time between different responsibilities
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Adaptability:** Ability to adjust quickly and effectively to changing circumstances.
- **Organizational Skills:** Ability to use your resources efficiently and effectively
- **Process Oriented:** Mindset that focuses on the most efficient way to achieve a goal