

Job Title: Project Manager**Location:** Service Center**Department:** Business Planning**Job Status:** Full-Time**Reports To:** Program Portfolio Manager**Job Grade:** 605**Pay Status:** Exempt**Date Created/Updated:** 5/18/2023

Position Summary

The Project Manager for Business Planning is responsible for working closely with the Program Portfolio Manager to deliver projects on time and within budget and scope across the enterprise.

In this role, the Project Manager will be responsible for overseeing the implementation of critical project management processes and systems, including project management software and data management platforms. The successful candidate will work closely with technical teams across the organization, including internal and external stakeholders to ensure projects are delivered as efficiently and effectively as possible.

The Project Manager will be required to utilize and implement PMI/PMP principles and methodologies on every project across the organization. The project management information system will be SmartSheet. The project manager will collaborate and assist the Program and Portfolio Manager in building out the PMIS system with the assistance of outside consultants.

The ideal candidate will be a self-starter with a passion for technology, organization, process, predictive principles and quickly establish the relationships and credibility to influence and motivate stakeholders at all levels while asking the right questions, resolving challenges, and fostering an environment of collaboration. This role must be effective in working and communicating with external stakeholders, multiple business units as well as with internal cross-functional teams.

The Project Manager must possess strong interpersonal and leadership skills to create and cultivate internal and external working networks to accomplish the mission and goals of the organization. They must have a service and results-oriented mentality to strategically plan, establish priorities, effectively manage staff, and to oversee projects & portfolios.

This position requires working with all other NBU departments. Communication and working in team environments must be a strength for anyone interested in this position.

Essential Duties & Responsibilities**CENTER OF EXCELLENCE**

- Best Practices – supports the Program Portfolio Manager to provide support and direction on organizational change management, standardized approaches/processes, tools, methodologies and knowledge centers.
- Support – deliver shared services, policies, training, templates, communications, etc.
- Measurement – develop and define key performance indicator approach, analyze marketing results, and the creation and updating of dashboards.
- Supports and drives positive change to increase efficiencies across the organization

PROJECT MANAGER RESPONSIBILITIES

- Deliver projects utilizing PMI/PMP principles and methodologies on every project across the organization.
- Utilize SmartSheet as the project management information system
- Coordinate internal and external resources to facilitate the complete execution of a number of complex

projects across the organization.

- Ensure projects are delivered on time, within scope, and within budget.
- Develop project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Ensure resource availability and allocation.
- Develop a detailed project plan to track progress.
- Use appropriate verification techniques to manage changes in project scope, schedule and costs.
- Measure project performance using appropriate systems, tools and techniques.
- Report regularly, or as requested, and escalate issues, as needed, to the Program Portfolio Manager.
- Establish and maintain effective working relationships with internal and external customers, consultants, contractors, inspectors and all other stakeholders.
- Perform risk management assessments to quantify project risks.
- Create and maintain comprehensive project documentation.
- Negotiate terms of agreements, draft contracts, and obtain permits and licenses.
- Ensure the use of proper design and construction standards and techniques consistent with NBU Policy by plan review and construction site visits.
- Analyze operations or processes, design, and/or construction practices.
- Provide recommendations to management on construction and improvements.
- Conduct analysis and create data and performance metrics.
- Provide guidance to management, key stakeholders, and sponsors on project direction.
- Mentor and provide direction, training, education and support to team members.
- Research and interpret regulations, codes and standards to minimize regulatory exposure and liability.
- Plan, manage, and execute all assigned projects from conception to completion
- Work closely with technical teams, and stakeholders to ensure projects are well-planned and executed
- Manage project timelines, and resources effectively
- Develop and implement change management strategies to ensure effective adoption of new technology and processes
- Train team members and stakeholders on new systems and processes
- Ensure projects are delivered on time, within budget, and to the highest quality standards

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures
- Exercise sound problem solving and judgment.
- Possess and utilize technical skills capable of analyzing numerous choices and alternatives, and determining the best overall solution (i.e., know and do the right thing)
- Explore creative and innovate ways of performing tasks and solving problems
- Show initiative and take ownership of work, do what is needed without being asked, follows through
- Establish priorities and multi-task so that assigned duties are completed under pressures of time constraints and deadlines.
- Adapt and respond well to change; manage pressure effectively and cope with setbacks and changes in priorities.
- Demonstrate effective oral and written communication skills with peers, employees, superiors, and appropriate entities.

- Deal effectively with matters of a highly visible and confidential nature when applicable
- Ensure conversations are kept on matters related to NBU business so as to maximize efficiency and productivity.
- Provide good judgment and clear analytical thinking to complex problems/issues; apply expertise effectively.
- Seek opportunities for self-development and career advancement.
- Maintain a helpful and pleasant relationship to internal and external customers.
- Supports others and shows respect and positive regard for them; works effectively with individuals, groups, and customers via positive interpersonal skills.
- Focus on customer satisfaction and delivers a quality service or product to the agreed standards
- Resolve conflicts by applying expert knowledge of customer or employee situations to identify disparities and recommend sound solutions.
- Maintain helpful, respectful, approachable and team oriented relationships and a positive work environment.
- Be receptive to feedback and be willing to learn.
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Bachelor's degree (Highly preferred) in a related field

Work Experience Time Frame: Five Years or More

such as business, planning, project management, and/or five or

Field of Study: Project Mgmt/Business Planning

years' experience directly related to construction, project management, and contract negotiations

Certification and Licensures Requirements

Project Management Professional certification is a plus.

Other Minimum Qualifications

- A valid Texas Driver's License is required to operate a company vehicle when necessary.
- Flexibility in available hours, including holidays, weekends, and/or after hours, is required.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

SmartSheet, CityWorks

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, calculator, copier, fax machine, scanner, camera, motor vehicle, computer, printer

Physical Demands

Standing: Occasionally

- ☐ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

Walking: Occasionally

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

Carrying: Rarely

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

Reaching: Rarely

- ☐ For Supplies
- ☒ For Files

Handling: Constantly

- ☒ Paperwork
- ☐ Monies

Kneeling: Never

- ☐ Filing in Lower Drawers
- ☐ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Rarely

- ☒ File Drawers

- ☐ Equipment

- ☒ Table and Chairs

- ☐ Hose

Climbing: Rarely

- ☒ Stairs
- ☐ Ladder
- ☐ Step Stool
- ☒ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☒ Driving
- ☒ Observing Worksite

Foot Controls: Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☐ On Ladder
- ☒ On Equipment
- ☐ On Step Stool

Bending: Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

Crouching: Occasionally

- ☒ Filing in Lower Drawers
- ☐ Retrieving Items from Lower Shelves/Ground

Crawling: Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Hearing: Occasionally

☐ Communication Via Telephone/Radio/To Co-Workers/Public

☐ Listening to Equipment

Twisting: Constantly

Other: [Click or tap here to enter text.](#)

☒ From Computer to Telephone

☒ Getting Inside Vehicle

Talking: Frequently

☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date