

Job Title: Lead Maintenance Planner

Job Status: Full-Time

Department: Business Planning

Job Grade: 602

Reports To: Reliability & Res. Manager

Work Setting: Hybrid

Pay Status: Exempt

Date Created/Updated: 10/16/2023

Location: Service Center

Position Summary

The Lead Maintenance Planner is responsible for managing the computerized maintenance management system (CMMS) system framework, understanding data and integrations, program design, and process management for Electric and Water Services. This position leads a team of planning staff that supports the advanced assessment, maintenance, and job activities of the Water, Wastewater, and Electric systems within Water Treatment and Compliance, Water Operations, and Electric Operations. Provides and prioritizes asset maintenance strategies to support functions related to short and long-term proactive maintenance planning and scheduling of water/wastewater/electric infrastructure; including managing maintenance activities associated with state and federal requirements.

Essential Duties & Responsibilities

MANAGEMENT/SUPERVISION:

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising performance; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Promote a positive work environment and encourage teamwork to accomplish results
- Review purchases and payroll time entry for the Planning Team
- Facilitates communication between the Planning Team and management
- Must be proficient in all modes of communication, both written and oral to clearly deliver complex information to employees and leadership across the company
- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times and in all situations
- Maintains relationship with industry networks and regularly attends industry conferences to maintain and grow industry knowledge
- Assists in establishing strategic goals by gathering pertinent business, financial, industry information; identifying and evaluating trends and options in accordance with Asset Management ("AM") best practices; choosing a course of action; defining data needs; directs reporting implementation and continuous data assurance measures through the Planning Team
- Acts as system integration expert to ensure successful implementation of company program initiatives
- Assists with forecasting, allocating, and monitoring of the human, physical, and financial resources
- Works with department managers to promote AM culture and data integrity assurance measures for Cityworks computerized maintenance management system (CMMS) and Mcare workflows
- Meets regularly with department managers to inform on project status, analysis results and recommends improvement strategies
- Researches and provides recommendations for CMMS application framework and program design development that align with Asset Management (AM) best practices
- Analyzes KPI reports to evaluate Maintenance Management Program effectiveness and provides solutions for increased performance, communication and resource requirements to increase effectiveness
- Ensures effective communication with project stakeholders and promotes collaboration at all times

- Ensures that Operational Line of Business ("LOB") job planning and scheduling service is effective and meets stakeholder needs and regulatory requirements
- Monitors backlog integrity and addresses issues as they arise
- Attends planning and scheduling meetings as needed to stay informed of emerging issues; coordinates with Maintenance Planners & management to resolve logistical obstacles as they arise
- Leads the development, implementation and facilitation of Maintenance Management Plans; assesses & reports progress according to plan
- Acts as an ambassador for Asset Management practices and AM cultural development
- Designs training programs in CMMS and Mcare for department end users
- Acts as a team player and fills in for Maintenance Planners as needed
- Coordinates and implements strategies for new and or improved asset-related processes
- May build reports/dashboards, analyze data associated with recommendations to support Asset Management decisions
- Facilitates process improvement tactics that align with strategic initiatives
- Collaborates with stakeholder departments to evaluate current procedures and leads change efforts to improve the efficiency of planning & scheduling of Operational LOB projects & maintenance activities
- Leads productivity improvement efforts that reduce operational costs; identifies and promotes more effective use of existing resources
- Leads the development of performance metrics for enhanced resource management
- Leads data analysis initiatives and reports findings to management
- Continuously seeks to identify "best practice" planning & scheduling for asset management

FIELD OPERATIONS:

- Support Maintenance Planners in solving CMMS issues as they arise for field staff
- Ensure state and city regulations/codes are followed on maintenance activities
- Report corrective actions to management

OTHER DUTIES:

- Understanding and strict adherence to NBU's safety policies and industry safety 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 Safety, Team, Integrity, Culture and Stewardship
- Participate in and support initiatives to reach annual NBU Performance Measures and Annual Priorities

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Four-year bachelor's degree, or equivalent

Work Experience Time Frame: Five Years or More

experience can take the place of a degree

Field of Study: General Studies

Certification and Licensure Requirements

- Valid Texas Driver's License

- CMRP (Certified Maintenance and Reliability Professional) is preferred

Other Minimum Qualifications

- Flexibility in available hours, including holidays, weekends, and/or after hours required

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Intermediate knowledge of: Computerized Maintenance Management Systems (CMMS) or comparable systems. Some knowledge of: MS Project, ADP, Northstar-Mcare, PipeTech (Nasco PACP/LACP/MACP coding software), and Telog is preferred.

Experience with Machines, Tools, Equipment and Other Work Aids

Some knowledge of: Heavy Equipment, Aerial Overhead Equipment, Pressure Diggers, Electric Bucket Trucks, Tree Trimming Equipment, Crane Truck, Electric Line Pulling Equipment, Cured in place pipe installation equipment, CCTV camera equipment, Leak Detection Correlators, Leak Detection Data Loggers, Leak Detection Ground Mics, Lateral Reinstatement Robotic Equipment, Robotic Valve Exercising, Combo-Units, Boring Equipment, Line Stopping Equipment, Pressurized Valve Installation Equipment, Pumps, Welding Equipment, Uni-Hoist, Smoke and Vacuum Testing Equipment, Water Flow Testing Equipment and Software, and Gas Detectors is preferred. Intermediate knowledge of laptop computer and iPad is required.

Physical Demands

Standing: Frequently

- 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

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Frequently

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Frequently

- Paperwork
- Monies

Kneeling: Rarely

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

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Occasionally

- Stairs
- Ladder
- Step Stool
- Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Occasionally

- Driving

Other: Click or tap here to enter text.

 Operating Heavy Equipment

- Dictaphone

Balancing: Occasionally

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

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

Crouching: Rarely

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

Crawling: Constantly

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Frequently

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Frequently

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Constantly

- 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" 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: Outdoors/Field

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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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