



Grand Rapids Public Utilities
500 SE 4th Street
Grand Rapids, MN 55744
218-326-7189
HR@grpuc.org

Job Description

Compliance & Programs Manager

Position Title: Compliance & Programs Manager

Department: Administration

FLSA Status: Exempt

Pay Grade: 7

State Job Match: Utilities Superintendent, Electric Distribution Supervisor, Program Administrator

Date: August 2026

Commission Approval Date: October 28, 2026

Primary Objective of Position

Under limited supervision of the General Manager, the Compliance & Programs Manager performs professional, technical, and administrative work related to compliance, program management, process improvement, and long-range operational planning for the Utility's electric, water, and wastewater systems.

The position monitors regulatory requirements and industry best practices; audits and evaluates Utility programs and internal processes and identifies opportunities to improve efficiency, safety, and effectiveness. The position develops and evaluates programs and performance, analyzes data, maintains required records, and develops and maintains policies, procedures/SOPs, workflows, and solutions to improve Utility operations and support future needs.

The position works collaboratively with the Operations Manager and Utility personnel to implement compliance requirements, program and process improvements, and resolve operational and compliance-related issues. The Compliance & Programs Manager serves as the Utility's Safety Program Officer, coordinating the Utility's safety program and related policies, training, and continuous improvement. The position provides program support to the General Manager, GRPU Commission, regulatory agencies, and other stakeholders.

Essential Functions of the Position

Essential duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them if the work is similar, related, or logical to the position.

- Lead and coordinate Utility-wide compliance; program and process improvement initiatives for electric, water, and wastewater operations, working closely with the Operations Manager, Directors, Foremen, and other Utility personnel to implement current regulatory requirements, programs, policies, procedures/SOPs, and improvements that support efficient, consistent, safe, and effective operations.
- Identify and evaluate emerging regulatory requirements, industry trends and best practices and assess their potential operational, financial, infrastructure, customer, and organizational impacts; develop recommendations and implementation plans to address changing requirements, future needs, and opportunities for improvement.
- Serve as the Utility's Safety Program Officer by leading Safety Committee meetings, coordinating safety-related work with the Executive/HR Assistant and contracted safety management company, and staying current on safety standards, emerging practices, training needs, and opportunities to strengthen the Utility's safety program.
- Serve as a primary liaison with regulatory agencies and other external organizations and coordinate responses to regulatory inquiries, inspections, audits, findings, requests for information, and other program or compliance matters.
- Coordinate and streamline reporting, permitting, and program documentation, including required records, applications, certifications, renewals, inspections, deadlines, and other obligations; maintain systems to track requirements, program activities, and corrective actions while identifying opportunities to improve efficiency, consistency, and accuracy.
- Audit and evaluate Utility programs and practices and recommend improvements based on effectiveness, participation, cost, compliance, industry best practices, and organizational objectives; develop and maintain related policies, procedures/SOPs, guidelines, forms, educational materials, and other documentation.
- Lead internal process improvement initiatives by auditing and evaluating workflows and practices, identifying efficiencies and opportunities for standardization, and developing practical solutions that improve consistency, reduce duplication, strengthen documentation, and support effective operations across Utility functions.
- Collect, analyze, and communicate compliance, program, operational, and performance data and prepare reports, recommendations, and presentations for the General Manager, GRPU Commission, regulatory agencies, and other stakeholders; coordinate related employee training and communication.
- Provide leadership, coaching, and direction on compliance and program management to employees; participate in long-range and strategic Utility planning, assist in budgeting, and organizational improvement; collaborate with internal and external stakeholders; and perform other duties as assigned by the General Manager.

Subject Matter Expertise

This position serves as a Utility-wide Subject Matter Expert (SME) in regulatory compliance, Utility program management, process improvement, and safety. The incumbent is required to maintain authoritative knowledge and provide guidance in the following areas:

- **Regulatory Compliance, Permitting & Reporting:** Expert knowledge of applicable federal, state, and local regulatory requirements affecting the Utility's electric, water, and wastewater operations, including permitting, reporting, audits, recordkeeping, and compliance tracking, with an emphasis on accurate, efficient, and streamlined processes.
- **Utility Programs:** Advanced knowledge of the development, administration, evaluation, and continuous improvement of Utility programs, including customer, conservation, environmental, sustainability, safety, and other programs as assigned.
- **Regulatory and Industry Analysis:** Advanced ability to monitor and evaluate emerging regulatory requirements, industry trends, and best practices; assess their potential impacts on the Utility; and develop recommendations and implementation strategies.
- **Process Improvement:** Advanced knowledge of process improvement principles and the ability to evaluate workflows, policies, procedures, and practices to identify efficiencies, improve consistency, standardize processes, and reduce organizational risk.
- **Safety Program:** Knowledge of Utility safety program principles and practices, with the ability to stay current on emerging safety standards, practices, and training needs to strengthen the Utility's safety program.

Examples of Performance Criteria

- **Regulatory Compliance:** Compliance responsibilities are clearly identified, assigned, documented, and monitored, and regulatory requirements including reports, permits, and other required submissions are consistently met accurately, completely, and within established deadlines.
- **Regulatory Planning and Risk Management:** Emerging regulatory requirements, industry trends, and potential compliance risks are identified and communicated sufficiently in advance to allow the Utility to appropriately plan, respond, and implement necessary changes.
- **Programs and Process Improvement:** Utility programs and internal processes are effectively administered, evaluated, documented, and continuously improved, with opportunities identified to increase efficiency, consistency, safety, and effectiveness across the Utility.
- **Audits, Inspections, and Documentation:** Regulatory inspections, audits, inquiries, findings, and corrective actions are effectively coordinated and resolved. Policies, procedures, records, and compliance documentation are accurate, organized, accessible, and maintained in accordance with applicable requirements.
- **Communication and Collaboration:** Demonstrates effective communication, collaboration, and coordination with Utility personnel, management, regulatory agencies, contractors, consultants, and other stakeholders; communicates complex regulatory and program requirements clearly to technical and non-technical audiences.
- **Leadership and Judgment:** Demonstrates leadership, initiative, integrity, accountability, sound judgment, and effective problem-solving; identifies beneficial grant and external funding opportunities and effectively coordinates them to support Utility priorities.

Minimum Qualifications

- Experience: Seven (7) years of experience in utility operations, regulatory compliance, utility program management, engineering, or a related field, including at least three (3) years of experience leading employees or working collaboratively with employees.
- Regulatory and Program Management: Demonstrated ability to interpret and apply complex federal, state, and local regulatory requirements and coordinate regulatory reporting, permitting, audits, programs, and related organizational responsibilities.
- Analytical and Process Improvement Skills: Strong research, analytical, organizational, decision-making, and problem-solving skills, with the ability to evaluate programs and processes, identify opportunities for improvement, and develop practical solutions.
- Communication: Professional-level oral and written communication skills, with the ability to clearly communicate complex regulatory, technical, and program information to technical and non-technical audiences.
- Interpersonal and Collaboration Skills: Strong interpersonal, leadership, organizational, and collaboration skills, including tact, diplomacy, flexibility, and the ability to work effectively with employees, management, contractors, consultants, regulatory agencies, governmental entities, customers, and other stakeholders.
- Integrity and Accountability: High level of integrity and ability to exercise independent judgment, discretion, and accountability in carrying out the responsibilities of the position.

Desirable Qualifications

- Education and Professional Credentials: Bachelor's degree in engineering, regulatory affairs, utility management, environmental science, public administration, business administration, natural resources, or a related discipline.
- Regulatory and Compliance Experience: Experience working with federal and Minnesota regulatory agencies and requirements applicable to municipal utilities, including state mandated programs, regulatory reporting, audits, and regulatory agency coordination.
- Legislative Experience: Experience reviewing proposed legislation and regulatory changes, identifying potential impacts, and assisting with development or revision of program language, policies, or other requirements is preferred.
- Utility Programs and Process Improvement: Experience developing or administering utility conservation, efficiency, environmental, customer, sustainability, or similar programs, as well as developing organizational policies, procedures, compliance systems, internal controls, and process improvements.
- Utility Systems and Technology: Knowledge of utility customer information systems (CIS), operational systems (OMS/SCADA), GIS, asset/work management systems (Cityworks), and other technologies used to support utility operations and program management.

Supervision

- Manager: General Manager
- Supervision of Others: Does not directly supervise Utility operations personnel. Provides functional direction and coordination to Utility personnel regarding regulatory compliance, Utility programs, policies, procedures/SOPs, and related requirements.

Working Conditions

- Work is primarily performed in an office environment with periodic visits to the Utility's electric distribution facilities, water and wastewater facilities, and other infrastructure locations.
- Work may involve exposure to outdoor weather conditions, noise, moving equipment, electrical hazards, wet or humid environments, construction activities, chemicals, and other conditions commonly associated with Utility operations.
- Frequently required to walk, sit, stand, talk, hear, and use hands to operate computers, equipment, and other tools. Occasionally required to climb, balance, stoop, kneel, crouch, or access Utility facilities and construction sites, and move up to 25 pounds.
- Must be able to safely access and inspect Utility facilities, infrastructure, and active construction sites.
- May be required to work evenings, weekends, holidays, or outside normal business hours when necessary for construction activities, Commission meetings, outages, emergencies, or other Utility needs.

Conditions of Employment

- Successfully pass a criminal background check.
- Maintain a valid Class D driver's license.
- Maintain applicable licenses, certifications, and training required for assigned responsibilities.
- Comply with all organizational and departmental policies and procedures.

This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the utility and requirements of the job change.

Grand Rapids Public Utilities is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. It will provide reasonable accommodation for qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodation with the employer.