



Vision: We are a sustainable self-sufficient organization with a diverse core competency.

Mission: We protect and promote the health and well-being of our Pueblo Community by developing and managing essential utility functions.

The **Pueblo of Laguna Utility Authority** is seeking applications for the following position:
Director of Business Operations

Regular Full-Time, Exempt

Salary Range: \$70,000 - \$90,000 DOE

OPENING DATE: September 1, 2020

CLOSING DATE: **Open Until Filled**

We are seeking an enthusiastic, hands-on, and self-motivated person to fill the **Director of Business Operations** job position. We desire to hire an individual with professional skills and experience to contribute to the organization's strategic direction, operations, administrations, and business development. This individual will provide guidance, direction, and support to the day-to-day operations as well as assist in the improvement and business development initiatives of the POLUA.

Major duties and Responsibilities (may include, but not limited to the following)

- Review, analyze, and evaluates business policy and procedures.
- Works with the General Manager to plan, control, implement, evaluate, monitor, and analyze budgets.
- Works with Board of Directors and General Manager in the planning and development of strategic and business plans.
- Identifies business solutions that are affective and impactful to the organizational financial and operational health.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Ensures that all financial systems, policies, and procedures are in place.
- Improves customer service and satisfaction through policy and procedure changes.
- Leads coordination and integration of efforts among operations, technology, and customer service to produce adequate workflow and most cost-effective business processes.
- Ensures the organization's compliance with all applicable laws, rules, regulations, and standards.
- Projects a positive image of the organization to employees, customers, leadership, and community.

Qualifications

- Extensive professional experience in leadership roles.
- **Work Experience:** Minimum of 5 years business management experience
- **Education:** Minimum bachelor's degree in business or engineering; advanced degree preferred
- Must have a current New Mexico driver's license with no DWI convictions in the past three years on and off the Laguna Reservation.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

Interested inquiries can contact Ms. Jeanine Natachu at (505) 552-9631 or at Jeanine.natachu.org for more information.