



Pueblo of Laguna Utility Authority

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.

Job posting for a

Director - Business Operations

Pueblo of Laguna Utility Authority seeks a Director - Business Operations

Regular Full-Time, Exempt

OPENING DATE: August 23, 2021

CLOSING DATE: [Open Until Filled](#)

We are seeking an enthusiastic, hands-on and self-motivated Director with skills and experience to contribute to the Management Team. This individual will provide guidance and direction to the day-to-day operations of the POLUA departments and ensure organizational goals and objectives are met.

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
- 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 operations 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.

Questions?

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