

# North Region Transmission Function Employees Job Titles and Descriptions

JOB TITLE	JOB DESCRIPTION
ACCOUNT DIRECTOR	Markets Kinder Morgan to both present and potential customers. Directs account management activities for all aspects of customer business. Negotiates and prepares agreements for the transportation and storage of natural gas. Develops an effective working relationship with Kinder Morgan management and the management of connecting carriers.
ACCOUNT MANAGER SR II, MARKETING	Manage and develop commercial relationships with both present and potential customers. Negotiation of commercial transactions and provides day to day customer service to customers. Recognized as expert within the group. Usually has six to nine or more years of experience.
ANALYST-ACCOUNT SERVICES II, MARKETING	Responsible for supporting the Account Services group with regard to revenue plan, contracting, and regulatory compliance program. Usually has three to five or more years of experience.
ANALYST-ACCOUNT SERVICES SR I, MARKETING	Responsible for supporting the Account Services group with regard to customer invoicing, accounts receivable and regulatory compliance program. Usually has six to nine or more years of experience.
ANALYST-ACCOUNT SERVICES SR II, MARKETING	Responsible for supporting the Account Services group with regard to customer invoicing, accounts receivable and regulatory compliance program. Usually has six to nine or more years of experience.
ANALYST-ACCOUNT SVC I	Provide a variety of analytical services that support and promote the Business Management Department including analysis in the following areas: Financial (budgets/forecasts), Systems/IT (user standpoint), and Invoicing.
ANALYST-ACCOUNT SVC SR I	Provides a variety of analytical services that support and promote the Business Management Department including analysis in the following areas: Financial (budgets/forecasts/tracking/reporting), Systems/IT (monitoring for accuracy, project requirements and user testing), and Revenue (preparation and generation of monthly invoices and tracking collections). Investigates and aids in the resolution of customer inquiries or disputes. Provides support for internal projects that support customer activities.
ANALYST-ACCOUNT SVC SR II	Provides a variety of analytical services that support and promote the Business Management Department including analysis in the following areas: highly technical volume allocations for a select group of large complex customer services, financial (budgets/forecasts/tracking/reporting), Systems/IT (monitoring for accuracy, project requirements and user testing), and Revenue (preparation and generation of monthly invoices and tracking collections). Investigates and aids in the resolution of customer inquiries or disputes. Provides support for internal projects that support customer activities.
ANALYST-BUS DEV SR II	Provide a variety of analytical services that support the activities of the Marketing, Business Management and Business Development Departments of Northern Region Gas Pipelines. Provide similar support to other Gas Pipeline Regions, the Interstate Pipeline Group and Kinder Morgan Corporate functions as required. Provide a broad range of analytical support in the areas of supply and demand fundamentals; competitor pipeline systems, operations and projects; and regulatory filings and proceedings.
ANALYST-BUSINESS MGMT SR II	For an interstate pipeline, provide a variety of analytical services that support and promote the Business Management and Business Development Department including analysis in the following areas: Supply and Demand Fundamentals, Competitor Project and System Analysis, Regulatory filings and proceedings. Similar to Senior I but has strong analytical abilities, high level of industry knowledge and the ability to work more independently.
ANALYST-COMMERCIAL II, ACCOUNT SERVICES - MARKETING	Responsible for supporting the Account Services group with regard to revenue plan, contracting, and regulatory compliance program. Usually has three to five or more years of experience.
ANALYST-COMMERCIAL II, MARKETING	Responsible for supporting the Commercial Group with regard to monitoring overall sales activity and providing support on new business opportunities. Usually has three to five or more years of experience.
ANALYST-COMMERCIAL SR I, MARKETING	Manage and develop commercial relationships with both present and potential customers. Negotiation of commercial transactions and provides day to day customer service to customers. Recognized as expert within the group. Usually has six to nine or more years of experience.
ANALYST-OPS II	Maintains reports, budgets, files and data. Researches and recommends improvements to coordinate the effective use of money, materials, and equipment. Coordinates within the department and with other departments to accomplish set goals, such as maintenance, presentations and departmental projects.

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ANALYST-OPS SR I	Analyzes actual area operational results versus budgets to determine reasons for variances. Maintains reports, budgets, and files. Researches and recommends improvements to coordinate the effective use of money, materials, and equipment.
ANALYST-OPS SR II	Responsible for ensuring compliance with, training and evaluation for, and documentation of all applicable regulations related to Gas Control and System Design. Responsible for planning and communication of maintenance and the associated impact to capacity.
ANALYST-OPS SR II - TGP	Maintains reports, budgets, files and data. Researches and recommends improvements to coordinate the effective use of money, materials, and equipment. Coordinates within the department and with other departments to accomplish set goals, such as maintenance, presentations and departmental projects.
CHIEF OPERATING OFFICER - GAS PL	Directs the continuous operation, maintenance, and improvement of the entire pipeline system. Responsible for the planning, administration, and control of capital, operating, and other budgets for the entire system. Provides overall direction to and management of the engineering function. Responsible for insuring the technical integrity of the transmission system. Establishes and assures the proper administration of engineering policies, procedures, standards, codes, and programs in a manner consistent with company, governmental, and professional requirements.
COMMERCIAL-CONTRACT ADMIN SR II	Contract processing of service requests. Recognized as an expert. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure FERC processes and reporting requirements are followed. Capacity Release assistance to customers and administer the program in accordance with the Tariff and NAESB deadlines. Quarterly FERC Index of Customers generation, review and update to website. Facilitates name changes and company mergers. Seven years experience in gas pipeline business.
COMMERCIAL-CONTRACT ADMIN ASC	Contract processing of service requests with general supervision. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure that FERC processes and reporting requirements are followed. Capacity Release assistance to customers. Assists with the quarterly Index of Customers filing. Ensures executed contracts and correspondence reaches final records retention. Entry level position.
COMMERCIAL-CONTRACT ADMIN I	Contract processing of service requests with general supervision. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure that FERC processes and reporting requirements are followed. Capacity Release assistance to customers and administer the program in accordance with the Tariff and NAESB. Quarterly FERC Index of Customers generation, review and posting to website. Facilitates name changes and mergers. One to three years experience in contracts.
COMMERCIAL-CONTRACT ADMIN II	Contract processing of service requests with little supervision. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure that FERC processes and reporting requirements are followed. Capacity Release assistance to customers and administer the program in accordance with the Tariff and NAESB deadlines. Quarterly FERC Index of Customers generation, review and update to website. Facilitates name changes and company mergers. Three years experience in natural gas industry.
COMMERCIAL-CONTRACT ADMIN LEAD	Contract processing for service requests. Is a subject matter expert and acts as lead to other administrators. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure FERC processes and reporting requirements are followed. Capacity Release assistance to customers and administers the Capacity Release program in accordance with the Tariff and NAESB deadlines. Quarterly FERC Index of Customers generation, review and update to website. Facilitates name changes and company mergers. Ten years experience of gas pipeline business.
COMMERCIAL-CONTRACT ADMIN SR I	Contract processing of service requests with little supervision. Determines and administers contractual rights as defined by the Tariff. Works closely with the customer, Marketing, Legal and Regulatory to ensure FERC processes and reporting requirements are followed. Capacity Release assistance to customers and administer the program in accordance with the Tariff and NAESB deadlines. Quarterly FERC Index of Customers generation, review and update to website. Facilitates name changes and company mergers. Five years experience in gas pipeline business.
CONTROLLER	Intermediate level position that operates pipeline facilities from the control center. Remotely monitors gas flows and pressures via SCADA to ensure safe and efficient operation of pipelines. Communicates effectively with field operations and customers. Responds to abnormal conditions and coordinates emergency communications. Has authority and accountability for remote operational functions to the pipeline facility.
CONTROLLER ASC	Entry level position that operates pipeline facilities from the control center. Remotely monitors gas flows and pressures via SCADA to ensure safe and efficient operation of pipelines. Communicates effectively with field operations and customers. Responds to abnormal conditions and coordinates emergency communications. Has authority and accountability for remote operational functions to the pipeline facility.
CONTROLLER LEAD	Leads and directs the work of other Controllers as a subject matter expert. Has shift dispatching responsibility in the control center. Participates in planning, scheduling, and implementing facility operations, shutdowns, and start-ups. Makes decisions in response to abnormal conditions and emergencies. Has authority and accountability for remote operational functions to the pipeline facility.

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CONTROLLER SR	Operates pipeline facilities from the control center using advanced knowledge of gas flow, compression, regulations, and SCADA. Communicates effectively with field operations and customers. Participates in planning, scheduling, and implementing facility operations, shutdowns, and start-ups. Responds to abnormal conditions and coordinates emergency communications. Has authority and accountability for remote operational functions to the pipeline facility.
DIRECTOR-ACCOUNT SVC	Plans and directs the commercial marketing functions of an assigned area, including the development, negotiation, administration, and control of transportation and storage agreements. Directs and participates in strategic planning for transportation and storage agreements to meet existing and future delivery requirements. Builds and maintains close working relationships with customers.
DIRECTOR-BUSINESS DEVELOPMENT	Directs the activities in the following areas: Coordinates communications on new project development, leads the development of customer proposals for pipeline related proj, identify and analyze a wide range of complex issues involving supply and demand of natural gas, takes the lead in negotiating contracts for customer commitment for new projects, keep up-to-date of the competition, and value-added strategy initiatives.
DIRECTOR-COMMERCIAL CONTRACT ADMIN	Oversee the adherence to policies and procedures in the interpretation of tariffs, NAESB rules, and company policy for contracting and reporting services across the pipeline regions. Responsible for overseeing the day-to-day duties associated with the set up and maintenance of contract, rates, nominations, billing and transaction level information in the DART system. Advise and assist managers with issue resolution beyond the normal.
DIRECTOR-COMMERCIAL, MARKETING	Directs the activities in the following areas: Negotiation of short term sales (less than one year) for firm and interruptible balancing, storage, and transportation services, operational gas purchases and sales, coordination and execution of capacity auctions and revenue forecasting. Additionally, develops, negotiates, and administers transportation agreements and strategies through the development and implementation of innovative and quality marketing programs to ensure customer satisfaction, market growth, and value-added strategy initiatives.
DIRECTOR-ENGINEERING	Manages engineers in all conventional aspects of a specialized function or engineering discipline. Plans and conducts work requiring judgment and evaluation, independently or as a project team member. Performs activities including technical and economical evaluation, performance testing, design and construction of new facilities, upgrading existing facilities, and research on new developments. Plans, schedules, and conducts detailed phases of the engineering work in a part of a major project or in a total project of moderate scope.
DIRECTOR-ENGINEERING RESERVOIR	An experienced, proven professional manages and directs reservoir engineers and geologists within the Gas Storage Engineering department. Able to modify technical guidelines. Makes independent decisions that are typically not subject to technical review. May serve as a project manager on assignments requiring a broad knowledge of reservoir engineering. Usually requires at least fifteen years experience and a B.S. M.S. or PhD in Engineering or Geology.
DIRECTOR-SCHEDULING	Job description is a general overview of responsibilities and may vary by pipeline. Oversees the daily management of scheduling activities for all pipes in region. Fully knowledgeable of the scheduling process for all pipes within region. Develops scheduling plans for new constraints or maintenance projects. Oversees the daily scheduling for any capacity allocations, as well as daily volume allocations for the monthly invoice and accounting close. Reviews, helps develop, and approves EBB postings. Helps with developmental plans for employee progressions. Approval of annual employee performance reviews. Oversees that all SOX Controls are strictly followed. Oversees that department is meeting all compliance requirements as well as help maintain the accuracy of compliance procedures. Assist as required in resolving customer issues. Assist with organizing customer meetings and events.
ENGINEER-PIPELINE	Performs beginning-level technical support on projects of limited scope or portions of larger projects. Learns and practices engineering principles as they apply to company standards, procedures and operations. Develops solutions subject to review and evaluation by experienced engineers.
ENGINEER-PIPELINE SR	Serves as a fully competent engineer in all conventional aspects of a specialized function or engineering discipline. Plans and conducts work requiring judgment and evaluation, independently or as a project team member. Performs activities including technical and economical evaluation, performance testing, design and construction of new facilities, upgrading existing facilities, and research on new developments. Plans, schedules, and conducts detailed phases of the engineering work in a part of a major project or in a total project of moderate scope.
ENGINEER-RESERVOIR PRNCPL	A senior expert in reservoir engineering responsible for developing and/or researching new techniques and approaches to maximize production. Provides technical guidance on the most complex reservoir engineering projects. Is typically located in the headquarters location as a Senior Staff Engineer. Usually requires at least fifteen years experience and a B.S., M.S. or PhD in Engineering.
ENGINEER-RESERVOIR STAFF	As an experienced, proven professional handles complex reservoir engineering assignments. Able to modify technical guidelines. Level makes independent decisions that are typically not subject to technical review. May serve as a project leader on assignments requiring a broad knowledge of reservoir engineering. May supervise lower level engineers. Usually requires at least twelve years experience and a B.S. or M.S. in Engineering.

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MANAGER IC-ACCOUNT SVC	Provides advanced analytical support and internal project coordination for the Business Management department including financial forecasts/budget tasks, revenue analysis and reporting, pipeline capacity analysis, regulatory compliance filings and review, IT projects, commercial reporting and invoicing. This position also frequently interacts with internal and external auditors to generate support for resolution of inquiries. Leads special projects relating to customer account support activities.
MANAGER IC-AREA	Responsible for the posting and bidding of transmission and storage capacity available for sale via open seasons and ROFRs, and the processing of customer requests for such capacity. Responsible for implementing sales and purchases of operational gas. Supports Transportation and Storage Services by providing cash out and OBA valuations. Analyzes storage data and customer demand outlook to support the pipelines' third-party storage services.
MANAGER IC-BUS DEV, MARKETING	Responsible for supporting Business Development with regard to monitoring overall sales activity and providing support on new business opportunities. Works on unique issues; serves as advisor to top management in strategic planning and acts as advisor to management team.
MANAGER IC-CAPACITY PLANNING	Manages Kinder Morgan's storage capacity with emphasis on optimizing profitability and enhancing physical operations. Directs the development of studies, summaries and models depicting financial and operational impacts. Makes decisions regarding pipeline and storage capacity and presents information to management for decision-making.
MANAGER IC-COMMERCIAL, MARKETING	Commercial liaison for all Pipeline, Storage, and Operating Agreements. DART conversion lead. Manages all Park and Loan, Storage, Transport Models. Develop and maintain financial and informational models used by the Asset Optimization commercial team. Uses pricing information and deal data to generate reports to aid the team in making decisions related to time spreads and capacity values. Responsible for pricing and fundamental analysis. Researches and identifies key drivers in the North American Energy Market and Pipeline grid to determine how they will impact natural gas flows. Uses information to identify opportunities and make strategy recommendations to management. Performs due diligence and price discovery, in support of maximizing revenue and mitigating price risk for the purchase and sale of natural gas to support pipeline operations.
MANAGER IC-COMMERCIAL, MARKETING-TGP	Responsible for supporting the Commercial Group with regard to monitoring overall sales activity and providing support on new business opportunities. Works on unique issues; serves as advisor to top management in strategic planning and acts as advisor to management team.
MANAGER-BUSINESS MGMT	For an interstate pipeline, provide a variety of analytical services that support and promote the Business Management and Business Development Department including analysis in the following areas: Supply and Demand Fundamentals, Competitor Project and System Analysis, Regulatory filings and proceedings. Strong analytical abilities, high level of industry knowledge and the ability to work more independently, as well as manage the analysts in the Business Mgmt. group.
MANAGER-COMMERCIAL CONTRACT ADMIN	Supervises Contract Administrators on day-to-day tasks and in the interpretation of tariff, NAESB rules, and company policy for contracting and reporting services on the interstate pipelines. Advise Contract Administrators on issue resolution with customers. Stay informed of NAESB standards and changes to insure compliance. Works closely with Account Services, Legal and Regulatory on new services or changes to services. Coordinate and respond in legal proceedings involving contracts.
MANAGER-COMMERCIAL, ACCOUNT SERVICES	Responsible for leading a team of individuals for managing customer related activities for TGP including: 1) preparation and evaluation of monthly invoices in compliance with Tariffs and SOX controls, 2) training customers about details on services offered, information and reports available, 3) responding to and resolving customer inquiries and issues 4) providing guidance and support of the conversion of existing proprietary transportation systems to DART, 5) review and reporting of Account Receivables, 6) providing technical business solutions throughout the organization, and 7) Managing all aspects of the group's Compliance Program.
MANAGER-COMMERCIAL, MARKETING	Manages the activities in the following areas: Negotiation of short-term sales (less than one year) for firm and interruptible balancing, storage, and transportation services, operational gas purchases and sales, coordination and execution of capacity auctions and revenue forecasting. Additionally, develops, negotiates, and administers transportation agreements and strategies through the development and implementation of innovative and quality marketing programs to ensure customer satisfaction, market growth, and value-added strategy initiatives.
MANAGER-ENGINEERING RESERVOIR	An experienced, proven professional manages reservoir engineers and geologists within the Gas Storage Engineering department. Able to modify technical guidelines. Makes independent decisions that are typically not subject to technical review. May serve as a project manager on assignments requiring a broad knowledge of reservoir engineering. Usually requires at least twelve years experience and a B.S. or M.S. in Engineering or Geology.
MANAGER-GAS CNTRL	Provides supervision and direction to gas control employees. Oversees the gas control operations to ensure balanced conditions in control of pressure and flow of gas throughout the pipeline system. Directs analysis of past and projected gas supply and customer needs for development of operational plans.

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MANAGER-SCHEDULING	Job description is a general overview of responsibilities and may vary by pipeline. Responsible for the daily management of scheduling activities for all pipes in region. Fully knowledgeable on how to schedule all pipes within region. Ensures accuracy of daily scheduling for any capacity allocations, as well as daily volume allocations for the monthly invoice and accounting close. Helps develop and post to EBB maintenance projects, unexpected outages, daily pipeline conditions, and other various postings. Development of training plans for new employees. Monitor work load distribution to insure equal to job level. Prepares and reports in AM/PM meetings. Helps with developmental plans for employee progressions. Completes annual employee performance reviews for approval and meeting with individuals. Ensures that all SOX Controls are strictly followed and provides Sox Control evidence as requested. Ensures that department is meeting all compliance requirements as well as help maintain the accuracy of compliance procedures.
REP-SCHEDULER I	Job description is a general overview of responsibilities and may vary by pipeline. Entry level employee with no or very limited experience as a natural gas scheduler or in the natural gas industry. Requires close supervision. Limited work load. Will perform all basic job functions of Rep Scheduler; assist shippers with nomination issues, confirmation of locations, clearing of cut queues and running system balance. Responsible for insuring accurate volume allocations of assigned locations and resolving any issues for the monthly invoice and accounting close. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly. Reactive. Aware of importance to SOX Controls and all compliance responsibilities.
REP-SCHEDULER II	Job description is a general overview of responsibilities and may vary by pipeline. Entry level employee with Limited industry and or natural gas scheduling experience. Requires supervision. Light to Medium workload. Responsible for assisting shippers with nomination issues, confirmation of locations, clearing of cut queues and running system balance. Responsible for insuring accurate volume allocations of assigned locations and resolving any issues for the monthly invoice and accounting close. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly as well as manage the imbalance. Responsible for related activity for on-call rotation, holiday coverage and back up for DSR. Reactive. Fully aware of SOX Controls and all compliance responsibilities.
REP-SCHEDULER III	Job description is a general overview of responsibilities and may vary by pipeline. Has industry and or natural gas scheduling experience. Requires limited supervision. Has a medium to standard workload. Responsible for assisting shippers with nomination issues, confirmation of locations, clearing of cut queues and running system balance. Responsible for insuring accurate volume allocations of assigned locations and resolving any issues for the monthly invoice and accounting close. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly. Responsible for related activity for on-call rotation, holiday coverage, and back up for DSR. Understands most of "concepts" associated with region pipelines including basic contract knowledge. Mostly reactive in nature. Fully aware of SOX Controls and all compliance responsibilities.
REP-SCHEDULER LEAD	Job description is a general overview of responsibilities and may vary by pipeline. Has multiple years of experience. Has an expert level of understanding of all pipes within region of responsibility for both confirmation and scheduling. Extremely proactive and provides work direction for others. Has primary training responsibility for others. Primary tester for system change. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly. Responsible for related activity for on-call rotation and holiday coverage. Able to step in if manager is not available and report numbers in AM/PM meetings, conduct customer meetings, assist with resolving customer issues. Fully aware of SOX Controls and all compliance responsibilities.
REP-SCHEDULER SR I	Job description is a general overview of responsibilities and may vary by pipeline. Has greater than 5 years of industry and or natural gas scheduling experience. Does not require supervision. Has a standard to heavy workload. Responsible for assisting shippers with nomination issues, confirmation of locations, clearing of cut queues and running system balance. Responsible for insuring accurate volume allocations of assigned locations and resolving any issues for the monthly invoice and accounting close. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly as well as manage the imbalance. Responsible for related activity for on-call rotation as well as holiday coverage. Assist with training of new employees. Helps with presentations for customer meetings. Strong understanding of how pipes are scheduled. Fully understands how pipelines are scheduled. Flexible in ability to cover all shippers and locations. Fully aware of SOX Controls and all compliance responsibilities.
REP-SCHEDULER SR II	Job description is a general overview of responsibilities and may vary by pipeline. Has greater than 5 years of industry and or natural gas scheduling experience. Does not require supervision. Has a standard to heavy workload. Responsible for assisting shippers with nomination issues, confirmation of locations, clearing of cut queues and running system balance. Responsible for insuring accurate volume allocations of assigned locations and resolving any issues for the monthly invoice and accounting close. Responsible for making sure OBA statements are sent out and signed by operators for assigned locations monthly as well as manage the imbalance. Responsible for related activity for on-call rotation as well as holiday coverage. Assist with training of new employees. Helps develop and leads presentations for customer meetings. Primary tester for system changes. Helps develop process and procedures with management as needed. Fully understands how pipelines are scheduled. Fully aware of all process and procedures. Extremely flexible in ability to cover all shippers and locations. Fully aware of SOX Controls and all compliance responsibilities.
VP-GAS CNTRL	Responsible for all functions of gas control. Manages optimization of pipeline design and operation while meeting customer commitments. Ensures safe operations and pipeline efficiency through control of pressure and flow of gas throughout pipeline system.

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VP-OPS	Directs, plans, and controls the continuous and safe operation, maintenance, and improvement of the transmission systems for assigned work locations. Focuses on safety, compliance, reliability, efficiency, cost management, and innovation. Manages construction and O&M activities. Directs employees and contractors in operation and maintenance of natural gas facilities and equipment.
VP-PIPELINE MANAGEMENT - SHARED SERVICES	Develops, negotiates, and administers transportation related agreements and strategies for the pipeline company to ensure customer satisfaction, loyalty, market growth and segmentation and value-added strategy initiatives. Ensures customer services and satisfaction through the development and implementation of innovative and quality marketing programs. Oversees the development and evaluation of transportation marketing opportunities and discounting strategies. Develops most cost effective means available for: transportation throughput, releasing capacity constraints, transporting off-system gas supplies, moving gas to off-systems customers, system storage. Has primary responsibility for engineering aspects of the organization's operations. This executive's functions typically include facilities planning, process engineering, maintenance and application of automation and advanced technology, and engineering work relating to new product development.
VP-STORAGE	Supervises engineering studies relating to the development of oil and gas reserves. Also supervises all Company Reservoir Engineers and coordinates regional operations. Functions as staff advisor for technical problems.
VP-TRANSPORTATION/STORAGE	Job description is a general overview of responsibilities and may vary by pipeline. Oversees the management of scheduling and contract administration activities for all pipes in all regions. Fully knowledgeable of the scheduling concepts for all pipes. Develops strategies for both the Scheduling and Contract Administration areas to create a balance between customer satisfaction and pipeline efficiency. Reviews and approves significant EBB postings. Approves developmental plans for employee progressions and annual employee performance reviews. Ensures that all SOX Controls and other compliance requirements are followed throughout the department. Oversees the Business Process Management for system changes. Company representative for NAESB related activities. Ensures customer issues are resolved in a prudent manner balancing the needs of the customer and pipeline.