

LOCATES & METERING SUPERVISOR

Management Position – Asset Management & Engineering Division

Salary range: \$86,221.59 – 100,257.66 annually

SYNERGY NORTH distributes electricity to approximately 50,000 residential customers and 6,000 commercial customers located in Thunder Bay and Kenora, Ontario. It is our mission to provide outstanding energy services in a safe, reliable, and trusted manner to our communities in order to power people's lives. To do this, we are continuing to build on our strong team of professionals and have a newly created full-time permanent position of Locates & Metering Supervisor located in Thunder Bay, Ontario.

SYNERGY NORTH invests in the safety and wellbeing of our employees. We provide a robust training program, and a comprehensive benefits package. The successful candidate is required to reside in Thunder Bay, Ontario and may be required to travel (destination could include Kenora, Ontario).

POSITION SUMMARY:

Under the general direction and guidance of the Vice President, System Planning, Asset Management & Engineering, the Locates & Metering Supervisor is responsible for assigning, directing, and supervising staff in the Locates and Metering department.

The Locates & Metering Supervisor will:

- Be responsible to efficiently utilize personnel and other resources to ensure projects are completed within the assigned budget and prescribed deadlines. Coordinates work with other departments, municipality, other utilities, and contractors as required.
- Supervises the day-to-day operations and performance of assigned Locates and Metering staff. Is responsible for directing their work and ensuring the safety and productivity of the staff. As required, supervises the work of temporary, and part-time staff.
- With the support of HR & Safety, perform all supervisory functions including hiring, and motivating employees, interviewing for internal promotion and new hires, evaluating, and communicating employee performance including performance reviews, attendance issues, discipline, handling grievances, etc.
- With the support of HR & Safety, maintain positive labour relations through the proper administration of the Collective Agreement.
- Be responsible for preparing and managing Service Level Agreement contracts for the affiliate (both Locates and Metering). This includes assigning work to contractors, approving contractor estimates, monitoring scope of work, safety of contractors and costs to ensure the correct execution of budgets.
- Ensure the availability of equipment for assignments and that the necessary supplies, materials, and services are procured. Develops/implements plans, budgets, and approves resources accordingly.
- Contacts customers where customer complaints have been made and arranges site visits and resolutions.
- Responds to emergency calls regarding dig up incidents and organizes staff to respond to these incidents and investigate root cause.
- Oversee the internal processes regarding compliance with Ontario One Call (OOC) and ensures that internal software programs integrate with OOC are operational and updated.
- Advise, participate and/or assists in the development, maintenance, and implementation of new or existing SYNERGY NORTH operating procedures, guidelines, practices, and plans.
- Promote a strong safety culture by conducting crew visits, addressing concerns, conducting incident investigations. Arrange and conduct safety meetings, information meetings, kick-off meetings, lessons learned meetings as required.
- Understand and ensure compliance with relevant legislation, safe work practices and ensure proper application of Utility Work Protection Code, Electrical Utility Safety rules, the Occupational Health & Safety Act, and respective regulations.
- Ensure that contractors adhere to SYNERGY NORTH's policies, procedures, and practices with regards to Safety and the Environment.
- Coordinate and arrange any site orientation for out-of-town work assignments for Metering staff.
- Coordinate staff implementation of the meter reverification and seal extension program, and any other such metering programs as required by new customers or the affiliate company
- Performs such other related duties as may be assigned.

MANDATORY QUALIFICATIONS:

- Completion of post-secondary education at the technician/technologist level in a field related to Engineering, Design, GIS, Electrical Trade, Business, or Project Management with a minimum of five years of experience in construction and maintenance, utility or electrical distribution, or an equivalent combination of education and experience.
- Must have supervisory and leadership experience which includes managing direct reports, job planning and project management.
- Must be competent within the meaning of a Supervisor as per the Occupational Health and Safety Act.
- Must have excellent interpersonal, organizational, customer service, decision making, problem solving, conflict management and communication (verbal and written) skills.
- Proficiency with MS Office applications.
- Must have a demonstrated commitment to safety and the pursuit of excellence.

PREFERRED QUALIFICATIONS:

- Knowledge of regulatory and governmental requirements including Measurement Canada, IESO, OEB, ESA regulation legislation, codes rules and regulations.
- Strong understanding of electrical metering systems, principles and practices, electrical distribution systems, safety standards and protection codes (Utility Work Protection Code & Electrical Utility Safety Rules).

CONDITIONS OF EMPLOYMENT:

- Must have the use of a vehicle and maintain a valid Class G driver's license.
- Must be available to work overtime and respond to emergencies after hours.
- Must successfully complete a Police Information Check.
- Must successfully pass Drug & Alcohol testing.

TESTING To confirm ability and suitability, applicants may be required to take tests related to the job requirements and duties of the position, which may be conducted by a third party.

Internal and External applications including detailed resume and outline of qualifications are being reviewed starting at 8:00 am on **Monday, April 29th, 2024**, and will continue to be accepted until position is filled by the Human Resources & Safety Division

Note: Please submit your application electronically to recruit@synergynorth.ca