

OPERATIONS SUPERINTENDENT
Management Position - Lines & Operations Division
Salary Range \$123,900.18 – 144,069.98 annually

SYNERGY NORTH CORPORATION 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 full-time, permanent position of Operations Superintendent in Thunder Bay, Ontario.

SYNERGY NORTH invests in the safety and wellbeing of our employees. We provide a robust training program a comprehensive benefits package.

POSITION SUMMARY:

Under the general direction and guidance of the Senior Lines & Operations Superintendent, the Operations Superintendent is responsible for overseeing the system control, substations, protection & control, metering and fleet departments as well as various buildings and yards. The Operations Superintendent has an overall responsibility for managing the financial performance, labour and equipment resources, and for developing mid- and long-term plans. This position is also responsible for directing staff performance as it relates to safety, adherence to rules, regulations, policies and or procedures, activity specific training, personnel issues, customer service, customer engagements/commitments, vegetation management, environmental related events and or obligations, confirming and receiving mobile new fleet / equipment deliveries, site demolition and or new construction projects.

The Operations Superintendent will:

- Plan, develop, and implement various Operations department targets, objectives and/or planned work programs by working directly with internal and external stakeholders to effectively manage safety, risk, address concerns, and communicate changes in scope of work.
- Provide expertise and or guidance on specialized interests.
- Manage larger civil construction, renovations or demolition projects or larger service provider contracts ensuring safe execution, delivering results on time, on budget and to specification.
- Promote a strong safety culture by leading safety meetings, addressing concerns, conducting work observations, attending / participating / delivering training and participation in corporate safety events and conducting investigations.
- Ensure contractor compliance which includes, but is not limited to, developing and implementing specifications, agreements, contracts, standards, prequalification selections. Manage contractors to ensure safety, performance, productivity, and environmental requirements are met. Conducts and documents regular site visits and, equipment inspections. Approves departmental tender and proposal submissions.
- Ensure adherence to company policies, procedures, and service standards, as well as compliance with relative by-laws and regulatory requirements in the electric utility industry.
- Ensure exceptional customer satisfaction to both internal and external customers by effectively addressing issues and resolving conflicts. Foster a positive and collaborative work environment, promoting teamwork, open communication, and a strong customer-focused culture.
- Participates in the rotating Lines & Operations supervisor on-call schedule.
- Develop and manage the capital, operating, maintenance and administration budgets for the various operation departments. Identify and prioritize projects for addition into future year capital programs.
- Coordinate the operations departmental resources in conjunction with Engineering for capital work, identify alternatives during design/drawing reviews and communicate any field conditions that will affect the design or the planned work.
- Identify, communicate and or implement opportunities to enhance operational efficiencies and resource utilization.
- Work with departmental supervisors to develop, maintain and execute detailed long term work plans, including the development, updating and communication of annual departmental staff resource plans, individual annual supervisory targets / objectives and the organization of operations resources for the coming year(s) to ensure that the planned work is effectively organized and completed.
- Oversee all station maintenance, metering and protection and control activities.
- Manage all system operations functions, including the 24-hour system control centre, site security, field operations, switching, and record keeping processes.
- Manage the fleet services department, including the development, management and application of the utilities annual and future fleet replacement plan, annual maintenance plans and budget. Develops detailed purchase specifications for all new utility vehicles and or fleet equipment, including service/maintenance related equipment within the fleet repair facility.
- May be required to act as the Vice President of Lines, Construction Maintenance and Operations or other Operations department supervisors.
- Foster a culture of innovation and creativity and communicate ideas to improve existing technologies and overall corporate operations.
- Perform other related duties as required.

QUALIFICATIONS:

Mandatory

Secondary school graduation together with either a post-secondary technology influenced diploma or degree, or an electrical or mechanical trade-based certificate of qualification. A minimum of 5 years supervisory and or managerial experience in an electrical distribution utility, or a technical/engineering or construction or mining or industrial related field, or an equivalent combination of education and experience. Excellent technical knowledge related to construction of modern electrical distribution systems (substations, metering, overhead and underground), buildings and building systems and mobile fleet, including operation and/or maintenance. A demonstrated commitment to safety, continuous personal improvement, customer service, leadership, team building, training, and an understanding of financial principles is necessary. Excellent interpersonal, organizational, decision-making, problem solving, and communication (verbal & written) skills. Proven ability to set priorities, work independently and take initiative. Proficient with computers and related software, including Microsoft Office Suite. Experience in job planning, project and contractor management in a unionized environment. Must be competent within the meaning of a supervisor as per the OH&S Act.

Preferred

Knowledge of the Utility Work Protection Code, Electrical Utility Safety Rules, WHMIS, Transportation of Dangerous Goods, Working at Heights, Ontario Electrical Safety Code, and other applicable legislation, rules, or practices. Direct experience or courses in supervisory skills, business principles, communications and other related areas. Experience with budget process including preparation and monitoring.

CONDITIONS OF EMPLOYMENT:

Must have and maintain a valid driver's license and the use of a vehicle.
Must be willing to work additional hours, respond to after hour emergency callouts, and/or work out-of-town as required.
Must be willing to participate in rotating on-call supervisor duties.
Must successfully complete a Police Information Check & Drug & Alcohol testing.

TESTING To confirm ability for the position, applicants may be required to take tests related to the job requirements and duties of this position that may include the Physical Demands Testing which is conducted by an independent third party.

Internal and External applications including detailed resume and outline of qualifications are being reviewed starting **Monday, January 27, 2025**, and will continue to be accepted by the Human Resources & Safety Division until position is filled.

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