

## Director, People & Culture

Management Position (\$71.44/hr. - \$83.07/hr.)

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 are seeking a full-time, permanent Director, People & Culture.

This is a hands-on leadership opportunity for an experienced HR professional who is passionate about shaping a workplace where people can thrive while supporting an organization that powers daily life and sustains critical infrastructure for the communities it serves. Synergy North is a mid-sized organization where the Director, People and Culture leads the day to day delivery of HR programs and services while working closely with an operational Vice President to translate strategic priorities into action. This role is ideal for a collaborative, progressive leader who can help shift the organization from a transactional HR model to a modern people-centered approach that supports performance, engagement, and a rewarding employee experience.

### POSITION SUMMARY:

Under the direction of the Vice President of Human Resources, Safety, Corporate Risk and Chief Privacy Officer, the Director, People and Culture leads the delivery and continuous improvement of HR services across the utility. Working closely with the Vice President, the Director provides hands on leadership for day to day HR programs and services and helps translate organizational priorities into practical actions that support operations, build organizational capacity, and strengthen the employee experience. The Director ensures HR practices are aligned with our objectives, core values and are delivered in compliance with legislation and collective agreements. In a regulated and safety focused environment, the Director is a trusted advisor to leaders and supports culture, workforce development, recruitment and retention, engagement, and inclusion across the employee lifecycle.

### SPECIFIC:

1. Directs day to day HR service delivery and continuous improvement ensuring systems, processes, and practices are practical, efficient, and aligned with organizational priorities, values, legislation, and collective agreements.
2. Oversees HR governance and policy administration by maintaining and improving policies, procedures, and standards that are clear, current, compliant, and supporting consistent interpretation and application across the utility.
3. Supports workforce planning and future readiness by coordinating succession planning, talent forecasting, and workforce analytics that inform operational and long-term staffing decisions.
4. Partners to strengthen a safety centred workplace culture by reinforcing psychological safety and employee wellbeing.
5. Drives HR modernization and service consistency by simplifying processes and leveraging technology and data, improving reliability, transparency, and the employee experience.
6. In partnership with the VP, provides leadership support in labour relations, including day to day collective agreement administration, issue and dispute resolution, and support for bargaining preparation and negotiations.
7. Leads talent management across attraction, onboarding, retention, employee development, and succession, strengthening workforce capability and leadership continuity.
8. Advises leaders and managers on people related matters by providing timely, credible guidance that supports sound decision making, consistent practice, and compliance.
9. Strengthens employee engagement, inclusion, and the overall employee experience through practical actions and supports that reinforce values-based leadership and a respectful, welcoming workplace.
10. Supports the VP with divisional planning, budgeting, reporting, and corporate initiatives and represents the function internally and externally as assigned.
11. Performs other related duties as required.

### QUALIFICATIONS:

The successful candidate has a postsecondary degree or diploma in Human Resource Management or a related business discipline, or an equivalent combination of education and progressively responsible experience. A CHRP designation is required. A CHRL designation is preferred. The role requires 7 to 10 years of progressive experience in human resources, including leadership experience in a unionized and regulated environment of comparable scale and complexity. The successful candidate brings demonstrated experience in HR operations, labour and employee relations, collective agreement administration, workplace issue resolution, and the delivery of programs and services across the employee lifecycle. Demonstrated success leading organizational improvement, modernization, and change management is required. The successful candidate will have proven experience advancing cultural change, enhancing the employee experience, using data and insight to inform decisions, and managing budgets through effective resource planning and expenditure monitoring. A strong working knowledge of relevant employment legislation and related regulatory requirements is essential. The successful candidate will have strong communication, relationship management, judgement, and advisory skills, with the ability to build credibility and work effectively with leaders, employees, unions, and external stakeholders.

### 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 relevant security checks.

Applicants are asked to email a single PDF document containing their resume and cover letter to [recruit@synergynorth.ca](mailto:recruit@synergynorth.ca) Applications will be reviewed starting **March 30, 2026**, and will continue to be accepted until position is filled. This position is currently vacant, artificial intelligence may be used in the screening process.

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