

Director Service Operations

Logic is proud to partner with ENWIN Utilities Ltd. (ENWIN), a licensed electricity distribution company serving customers in the City of Windsor. ENWIN is responsible for the local distribution of electricity, and the service and maintenance of the local electricity distribution infrastructure. ENWIN also maintains a contract of service with Windsor Utilities Commission (WUC) to operate and maintain the WUC-owned water system that serves customers in Windsor, Tecumseh and LaSalle.

Reporting to the Chief Risk Officer, the Director Service Operations is the senior management representative directly responsible for overseeing the Technical Services, Metering and Billing functions of the organization. As a member of the senior management team, this position is relied upon to act as a trusted business partner and collaborative colleague on all of ENWIN's technical and regulatory requirements with respect to connecting new customers (including connection of generation to the electricity distribution system). In collaboration with the Chief Risk Officer, the Director Service Operations will lead the development, recommendation, and implementation of approved meter-to-cash strategies for both electricity and water in support of meeting ENWIN's current and future needs. The successful candidate will provide strategic advice and tactical support to all levels of management as to Technical Services, Metering and Billing matters. This position is responsible for managerial and supervisory resources as well as the preparation and management of business plans and corresponding departmental budgets for these areas of responsibility.

The successful applicant must have the following qualifications, skills, and competencies:

- Minimum of ten (10) years' experience within the Technical Services, Metering or Billing field with five (5) years at a senior-level role. Open to candidates with experience in various sectors including, but not limited to, Hydro Utilities, Water/Wastewater Management, Telecommunications, Municipal Government, Pipeline and Energy.
- University degree in Engineering, Computer Science, Business, Technology or a related discipline relevant to the position and industry. A combination of equivalent education and experience may be considered.
- Professional Engineer (P. Eng) is considered an asset.
- Knowledge and experience directly related to utility metering infrastructure (electricity and water), AMI systems, MDMR and wholesale metering applications is considered an asset.
- Thorough understanding of a utility's meter-to-cash processes and revenue assurance principles.
- Working knowledge of relevant legislative requirements, regulatory bodies regulations and guidelines within areas of responsibility (i.e. MECP, IESO, OEB, Measurement Canada, ESA), including the Occupational Health & Safety Act, regulations and safety programs and procedures.
- Experience working in a unionized environment is preferred.
- Knowledge and experience with budgeting and financial review.
- Experience with policy development, project management, planning and promoting process improvement.
- Strong skills in writing business/technical reports, including executive and board of director level reporting.
- Strong and effective interpersonal, communication, negotiation, and dispute-resolution skills.

- Demonstrated ability to lead, manage, mentor, and motivate staff.
- Ability to understand the organization and take an enterprise perspective.

If you have the qualifications and are interested in applying for this position, please forward a copy of your resume in confidence to Alex Olivastri, Recruitment Specialist, Logic Executive Search and Workplace Solutions at alex@logicexecutivesearch.com. Applications are being accepted until **Friday, September 27th, 2024, at 5:00 pm.**

We thank all those who apply for this role, however, only those selected for an interview will be contacted.

For more information on the ENWIN Team, please visit their website at <https://enwin.com/>

ENWIN believes there is significant value in the diversity within our workforce and we are committed to continually enhancing and improving diversity and inclusion throughout our organization. As an equal opportunity employer, we encourage all qualified individuals to apply for employment opportunities and believe that strength flows from our individual differences and enables us to effectively serve our community.

Logic Executive Search and Workplace Solutions is committed to providing accessible employment practices that follow the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should you require accommodation during any phase of the recruitment process, please let our recruitment team know.