



Position Title: Director, Energy Services	Date of Last Revision: May 14, 2024
Reports To: President & C.E.O.	Previous Revision:
Department: Energy Services	

Position Summary:

As a member of the Senior Leadership Team the Director will promote and advance the Mission and Vision of Utilities Kingston, the Strategic Plan, and the culture of the organization by leading through its values while promoting and aligning to the multi-utility model. The Director will set expectations including performance metrics, provide clear direction, secure, manage and mobilize resources for the delivery of electrical, natural gas, metering, traffic and street lighting, engineering, and operational services. The Director ensures that the delivery of services is provided within the framework of approved policies, legislated requirements, applicable standards, and norms, and where required, provides guidance to staff on deviations. Excellent written and verbal communication skills are critical to presenting information, to influence and to gain collaboration where resources are needed to be marshalled.

Major Responsibilities:

1. Provide leadership, direction and management of the Energy Services group aligned to the corporate values of the organization.
2. Participate as an active team member on the Senior Leadership Team to develop short, medium, and long-term energy transition strategies for the organization, support team members and their initiatives and larger corporate policies and programs by communicating positively and effectively with employees.
3. Through regular communication, ensure management and staff are aware of and aligned with the multi-utility model and are focused on efficiencies, effectiveness and providing exceptional service to the communities in which we provide services.
4. As a strategic thinker, assist with defining our Company's strategy and mission, align processes, resources-planning, and department goals to realize our



business objectives while maintaining our unique competitive advantage as Utilities Kingston navigates the energy transition.

5. Assess the company's operational and strategic performance; monitor and analyze industry trends and market changes.
6. Ensure organizational compliance with relevant health and safety legislation, regulations and standards in the Energy Services groups.
7. Provide support and insight into organizational changes.
8. Develop and enable strategic operational plans regarding the proactive management of infrastructure assets aligned with the asset management program, and in conjunction with operational and capital budget development, as well as monitoring and reporting on progress.
9. Ensure the Senior Leadership Team is kept informed of emerging issues and progress on key work plan/strategic plan items.
10. Ensure the organization is compliant with all regulating bodies and legislative requirements respective to the Electricity Industry, Natural Gas and Street and Traffic Light sectors and provide guidance and support for all internal and third-party audits and inspections.
11. Ensure your leadership positively engages staff, fosters a positive work environment, ensures transparency, and improves on efficiency and effectiveness while ensuring excellent service to internal and external stakeholders in the delivery of operational services.
12. Address escalated issues arising from customer complaints and concerns.
13. Provide leadership and support in the development, monitoring and maintenance of the Distribution System Integrity Management Plan, Distribution System Plan, Asset Management Plans, and performance metrics.
14. Manage and submit information to support the requirements of regulatory agencies.
15. Ensure appropriate resources are acquired and deployed to support work activities.
16. Collaborate with Finance to coordinate multi-year, long term capital planning to ensure long term affordability and sustainability.
17. Foster a sense of innovation within the energy services group and the broader organization.

18. Develop and support the ongoing development of leadership skills in the energy services management team, promoting skill development cognizant of succession planning long-range goals.
19. Promote and support corporate programs and policies, setting expectations for the role of management in the energy services department on such matters as organizational values, fostering diversity, equity and inclusion in the workplace, and effective management of attendance awareness and performance management programs.

Skills and Abilities:

- Advanced MS Suite Skills
- Intermediate financial management and long-term planning skills
- Advanced leadership skills
- Advanced problem-solving skills to deal with complex issues.
- Advanced ability to manage conflict with various stakeholders.
- Intermediate media interviewing skills
- Basic skills utilizing various software applications such as asset management, work order management and maintenance management systems.
- Advanced ability to think and plan strategically and translate strategy into action.
- Advanced written and verbal communication skills

Knowledge:

- Expert knowledge of the Occupational Health & Safety Act, Electricity Act and Regulations, Ontario Energy Board Act, Weights and Measures Act, Technical Standards & Safety Act
- Advanced knowledge of electrical and natural gas distribution systems
- knowledge of rate filings with the Ontario Energy Board, Distribution System Plans, performance benchmarking and distribution and financial planning.

Experience:

- Completion of 3-year college diploma and member in good standing of an applicable professional association is required or completion of undergraduate/graduate degree in electrical engineering is preferred.



- 6-8 years of electrical distribution planning or operational experience preferably in the Electric or Gas Utility industry.
- Demonstrated ability to comprehend and understand new systems such as electrical distribution, natural gas distribution and street and traffic signal systems.
- Other demonstrated, related, experience may be considered.
- 5-7 years' leadership experience, in a unionized environment preferred.
- Other demonstrated, related, experience may be considered.
- Class G drivers' license

Positions Supervised:

Manager, Hydro Group
Manager, Service & Gas Operations
Supervisor, Traffic & Lighting Operations

Note: This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. The incumbent may be asked to perform other duties which may be assigned from time to time.

Incumbent's Signature:

Date:

Supervisor's Signature:

Date: