



City Kelowna

Title Operations Supervisor, Design

Branch Electric

Department Network Services

Affiliation Management & Exempt

Job Status Full Time Regular

Position Overview

Reporting to the Operations Manager - Support, this position is responsible to supervise and provide leadership to a team of skilled field resources to meet daily operational demands while supporting safe and reliable generation, distribution, transmission and delivery of energy, to FortisBC customers within a designated geographical area and/or facility.

Responsibilities

Provide leadership to the Distribution Design group and maintain contractors for entire service area. Manage and maintain the Distribution Design customer extension resources to ensure continuity and efficiency for the Company, including customer escalations. Maintain related Tariffs; assist in developing clear policies to support the Tariff Application. Present training to customer groups on tariff information, gap analysis, and interpretation. Ensure consistent and accurate application of the Tariffs terms, conditions and schedules. Provide technical analysis and advice. Offer customer solutions on unclearly defined Tariff policy or Design criteria to ensure customer satisfaction.

Support customer escalations to mitigate risk exposure, liability over land issues and tariff applications. Manage customer extensions and new connects to ensure consistent application, maintenance and development of related processes. Track extension metrics and publish with BCUC.

Supervise and provide leadership to a team of skilled field resources to meet daily demands related to system operations, capital construction projects and programs, service and main installation, repair and maintenance, and emergency response procedures.

Maintain appropriate staffing levels in collaboration with dispatchers and others; monitor staff work assignments to optimize resources, allocate, prioritize and distribute work to meet operational demands and service level commitments. Manage contracted services in accordance with established terms and conditions.

Participate in selecting, orientating and training new employees. Provide coaching to support performance, quality of work, and ongoing training and development of staff; manage attendance, identify performance issues and collaborate with others regarding disciplinary matters.

Travel to work sites to provide quality oversight and maintain compliance with work and industry standards, applicable metrics, and service level agreements. Utilize field experience and technical knowledge to solve work related problems and/or collaborate and refer to others.

Maintain a safe and healthy workplace for staff in order to meet health, safety and emergency requirements. Maintain adherence to safe work procedures and practices including Site Safe Work Planning; provide safety information and supplies, including the use personal protective equipment. Participate in incident investigations.

Provide financial oversight including the management of costs associated to staff, facilities, vehicles, tools and equipment; review and approve invoices, third party contracts and internal service agreements. Investigate, resolve and report variances.

Establish and maintain effective relationships with internal stakeholders, customers, contractors, builders, municipal agencies, emergency response and environmental management personnel.

Requirements

Education and Experience:

Bachelor's degree in a related discipline or Diploma of Engineering Technology in a related discipline from a recognized program, Certified Member in the Applied Science Technologists & Technicians of BC or a Professional equivalent, plus 4 to 7 years related field experience in a leadership capacity or an equivalent combination of education, training and experience.

Technical Competencies:

- Knowledge of designated operational area and related systems, work methods and procedures
- Knowledge of Company policies, standards and procedures
- Knowledge of safety management, processes and procedures
- Knowledge of computer and MS Office systems
- Knowledge of human resource policies and procedures
- Knowledge of labour relations including application of collective agreement(s)
- Demonstrated ability to provide leadership to staff
- Demonstrated ability to attend to emergencies and co-ordinate activities under stressful situations
- Demonstrated ability to communicate effectively verbally, electronically and in writing
- Demonstrated ability to manage competing priorities and demanding work schedules
- Demonstrated ability to apply conflict resolution skills
- Strong mechanical aptitude

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