

## SUPERVISOR, CONNECTIONS

Elexicon Energy is the fourth-largest municipally owned electricity distributor in Ontario. Our mission is to provide our customers with reliable, affordable energy services and to continuously improve to meet their needs, while ensuring the needs of our shareholders are met through sustainable growth.

### GENERAL DESCRIPTION

Reporting to Manager, Asset Management, Planning & Connections and is responsible for managing Elexicon Energy's low voltage service connections, joint use portfolio, customer scheduled service appointments, micro-generation contracts and relevant regulatory data oversight. The position strongly focuses on customer service excellence, records integrity, project leadership, contract management and development trends. The Supervisor is also responsible for ESQR reporting, third party contractor management, NorthStar data validation, and customer dispute resolution. The Supervisor will also act as a competent person to review and approve Technician Offer to Connect and Service Layout Work Orders.

### DUTIES AND RESPONSIBILITIES

- + Manage incoming design project workloads, assigning to staff. Review and approve service layouts and offers to connect for low voltage residential and small general services up to 400A. This includes but is not limited to upgrades, relocations, net meter changes, subdivision and plaza meter connections.
- + Review and approve service removal requests, completing Municipality forms as requested;
- + Compile, maintain and contribute to process guidelines and documents for the department, collaborating with other departments to identify gaps and cross-overs. Maintain the Connections layout templates;
- + Review, audit and approve monthly OEB data, and prepare reports recommending actions to ensure mandated targets are met. Provide support in development of associated regulatory submissions such as ESQR filings, scorecard, etc.
- + Review and approve Elexicon joint use make ready projects and permits, while managing the contracted resources tasked to complete the reviews, construction and inspections. Maintain open lines of communication with key joint use partners.
- + Prepare, review and approve the annual joint use pole counts, rates and invoicing. Ensure that existing rates are updated alongside the required agreements. Foster relationships with other utilities through participation on the National Joint Use Council.
- + Ensure compliance with CSA, ESA, and Ontario Electrical Distribution Safety Regulation 22/04.
- + Resolve conflicts, escalations and customer disputes for customer driven projects and enquiries.
- + Use multiple tools and data sources to provide analytical support to Manager, Asset Management, Planning & Connections, as required.

- + Provide and support the implementation of business solutions by building relationships and partnerships with key internal and external stakeholders.
- + Actively participates in fostering creativity and innovation and actively looks for new ideas to improve the operation of the unit.
- + Provide clear understanding to workers of their performance and communicates regularly.
- + Supports Manager, Asset Management, Planning and Connections by using sound critical thinking and possesses demonstrated experience in executing strategies.
- + Other duties as required may be considered part of these responsibilities.

## KEY SKILLS & QUALIFICATIONS

- + Experience in a supervisory role is preferred.
- + Experience working with customer information systems is preferred.
- + Strong written and verbal communication skills
- + Strong problem solving and decision-making skills
- + Well-developed project management skills
- + Strong stakeholder and change management skills
- + High proficiency in Microsoft Office suite of applications and database management

## MINIMUM REQUIREMENTS

- + Engineering Technologist Diploma with C.E.T. designation and a registered member of OACETT  
**OR** Bachelor's degree in Electrical Engineering with P.Eng. Designation and a registered member of Professional Engineers Ontario (PEO) in good standing would be considered an asset.
- + Five (5) to seven (7) years of electrical engineering experience in an electric distribution utility environment.
- + Possess an in-depth knowledge of an electric utility distribution system, specifically with respect to the design and operation of overhead and underground distribution systems and generator connections.
- + Knowledge and understanding of OEB Distribution System Code and Ontario Regulation 22/04.
- + Demonstrated proficiency in electrical systems, drawings and technologies with extensive use and working knowledge in AutoCAD, ESRI GIS, Quadra and MS Office.

- + Knowledge of OEB reporting requirements such as RRR, ESQR, DSPs, rate filings, etc.
- + Must possess a valid class “G” driver’s licence.

Interested and qualified applicants are encouraged to submit their resume to:

[hr@elexiconenergy.com](mailto:hr@elexiconenergy.com) . Please quote position title that you are applying for in the subject line of your email.

Elexicon’s Vaccination Policy requires confirmation of full vaccination status as a condition of employment.

Please note that accommodations can be provided upon request. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in Elexicon Energy.