



## Engineering & Customer Service Manager

**Reports to:** President and CEO

### About Ottawa River Power Corporation

Ottawa River Power Corporation (ORPC) is committed to the pursuit of excellence in safety and reliability for the customers and communities we serve. We seek innovation through energy conservation and technology while striving to be the trusted energy advisor for our customers. As a responsible corporate leader, we create value for our shareholders while fostering a workplace where fulfillment, self-esteem, and team spirit drive our employees to be their best.

### The Opportunity

ORPC is seeking a highly motivated Engineering and Customer Service Manager to lead our technical and customer-focused teams in delivering exceptional service and operational excellence. This role is critical to our mission of providing safe, reliable electrical distribution while driving innovation and maintaining the highest standards of integrity.

Our innovative, performance-driven environment is both enjoyable and exciting for individuals who thrive on variety, unique challenges, and the opportunity to make a meaningful impact in the communities we serve.

In this role, you'll lead a team responsible for distribution system planning, customer service excellence, asset management, and engineering solutions. You'll directly contribute to ORPC's strategic goals while supporting your team's growth and success.

### Key Responsibilities

#### Team Leadership & Development

- Plan, organize, and supervise daily activities of engineering and customer service staff
- Provide coaching, development, performance management, technical guidance, and advice
- Foster a culture of accountability where team members take ownership of results
- Drive continuous performance improvement through clear metrics and supportive coaching
- Create an environment where employees can excel in their roles while maintaining work-life balance
- Conduct process reviews and continual improvement initiatives to ensure alignment with industry best practices

#### Engineering & Design Management

- Prepare, review, and approve designs for overhead and underground distribution systems
- Conduct site plan reviews to identify electrical distribution servicing requirements for residential and commercial developments
- Provide technical assessments and manage construction verification of work related to permit applications for third-party attachments
- Analyze load growth patterns and develop long-term plans for distribution system upgrades and enhancements
- Leverage GIS, SCADA, metering, and industry best practices to develop advanced system engineering solutions
- Manage design and work processes between customers, contractors, and stakeholders

## Project & Asset Management

- Establish capital and operating & maintenance budgets for electrical distribution system expansions, customer connections, and enhancements
- Ensure projects are completed with adequate lead times and within budget
- Manage GIS updates for design proposals and As Built drawings
- Supervise field data collection upon construction project completion to ensure GIS data integrity
- Continually monitor and develop asset management data practices
- Ensure asset condition assessments are completed on a routine basis

## Customer & Stakeholder Relations

- Interact with customers and staff in a friendly and professional manner, upholding ORPC's commitment to exceptional customer service
- Manage team operations to ensure high satisfaction and timely resolution of inquiries
- Ensure customers are treated fairly and receive the trusted advisory service they deserve
- Lead interdepartmental projects and key initiatives to ensure quality and timely completion within budget

## Compliance & Safety

- Ensure compliance with legislative, regulatory, and Health & Safety policies, procedures, and standards
- Ensure compliance with underground and overhead utility locate requirements
- Research, recommend, and implement new or improved policies, procedures, and processes to advance operational effectiveness
- Complete all business reporting documentation in a timely and thorough manner

## Oversight Areas

This position manages functions including but not limited to:

- Distribution system planning
- Primary and secondary metering
- Service layouts and SCADA
- Protection coordination and relay settings
- Distributed Energy Resources (DER)
- Power quality and analysis
- Asset management and maintenance
- Underground utility locates
- Customer service operations
- Affiliate business activities

## Core Competencies

- Technical Capacity - Strong electrical engineering knowledge and practical application
- Results Driven - Commitment to achieving objectives and driving performance
- Communication Proficiency - Clear, effective communication with diverse stakeholders
- Ethical Conduct - Upholds the highest standards of safety and integrity
- Initiative - Proactive problem-solving and continuous improvement mindset
- Attention to Detail - Thoroughness in technical work and team management
- Ability to Prioritize - Manages multiple tasks effectively to meet deadlines
- Dependability - Reliable follow-through and commitment to responsibilities
- Adaptability - Embraces constructive feedback and learns continuously

## Leadership Style

The ideal candidate will personify ORPC's commitment to excellence and efficiency. You will provide exemplary leadership through effective coaching, dependable guidance, and sound advice to staff, peers, customers, and contractors. Your leadership will enable a consistent and collaborative approach in meeting objectives while holding team members accountable and supporting them in working to the best of their abilities.

## Required Qualifications

### Education & Experience

- Post-secondary education in an electrical engineering program
- Minimum 5 years of experience in electrical engineering with design experience in an electric distribution utility or related environment
- Minimum 2 years of experience in personnel management or project management
- Full and valid G driver's license
- Advanced knowledge of electrical theory, utility systems, power system analysis, and Protection & Control (P&C)
- Proficiency with productivity software including Esri GIS, Survalent SCADA, AutoCAD, and Office 365
- Intermediate knowledge of computer systems and networks
- Strong troubleshooting and analysis skills
- Ability to follow and create both electrical and civil work drawings and schematics

### Professional Attributes

- Demonstrated history of exceeding customer expectations
- Experience managing external vendors and vendor relationships
- Strategic thinker who can turn strategy into action
- Proven ability to find efficiencies in business operations
- Strong planning and analytical skills with clear focus on excellent customer service delivery

### Preferred Qualifications

- Masters or Bachelor's degree in Electrical Engineering
- Professional Engineer (P.Eng) designation
- Certified Engineering Technologist (CET) designation may also be considered
- Previous experience in an electrical utility position
- Experience with renewable energy concepts and applications
- Experience with test equipment for electrical measurements, data collection, and fault analysis (meters, meggers, recorders, etc.)
- Effective presentation skills
- Valid safety certifications: Utility Worker Protection Code (UWPC), Fall Protection, First Aid, Confined Spaces, WHMIS

### Pre-Employment Requirements

- Successful completion of background check
- Satisfactory driver abstract

## What We Offer

ORPC provides a competitive compensation package and comprehensive benefits program. We are committed to creating a productive and effective workplace where fulfillment, self-esteem, and team spirit fuel the desire of employees to be their best.

## **Application Process**

To Apply: Please submit your resume and cover letter to [inquiries@orpowercorp.com](mailto:inquiries@orpowercorp.com)

Please include:

- Your resume highlighting relevant experience
- A cover letter explaining your interest in this role and how your experience aligns with ORPC's mission and values
- Contact information for three professional references

**Closing Date:** Friday, March 13, 2026, at 2:00 pm.

Qualified candidates will be contacted for interviews. We thank all applicants for their interest in joining the ORPC team. ORPC is an equal opportunity employer committed to building a diverse and inclusive workplace.