

Director of Electric Services (Superintendent) Job Description

Reports to: Chief Administrative Officer

Direct Reports: 4

Overview:

The Director of Electric Services (Superintendent) provides strategic, technical, and operational leadership for the Berwick Electric Commission. This role oversees the safe, reliable, and cost-effective operation, maintenance, and expansion of the Town's electrical distribution and generation systems.

As both a senior leader and the head of field operations, the Director plans and directs staff activities, ensures regulatory compliance, develops and manages budgets, oversees capital projects, and fosters a culture of safety, continuous improvement, and customer-focused service. The Director represents the Utility in dealings with external partners, regulatory bodies, and stakeholders, and is accountable to the Commission for implementing its policies and strategic objectives.

This role requires a strong technical foundation in electrical utility operations combined with proven leadership skills, sound judgment, and the ability to work effectively with unionized staff, municipal leadership, and the public.

Duties and Responsibilities:

Strategic Leadership & Planning

- Lead long-term operational, technical, and capital planning for the electrical distribution and generation systems.
- Implement the Town Council and Berwick Electric Commission's policies, including the Strategic Plan.
- Identify opportunities for innovation, system modernization, and operational efficiency.
- Recommend strategies to enhance reliability, safety performance, and customer service.
- Develop and implement engineering and operational standards for the utility.
- Provide technical input into corporate planning, policy development, and long-range infrastructure needs.

Operations & Maintenance Management

- Direct daily operations of the distribution system and generating assets, including maintenance, construction, switching, and outage response.
- Oversee the restoration of power and ensure proper on-call and emergency response protocols.

- Review and approve operational work plans, schedules, and procedures.
- Ensure safe and compliant execution of work by field crews and contractors.
- Maintain responsibility for fleet, equipment, tools, and inventory needed for effective operations.
- Conduct field inspections and oversee system patrols, maintenance programs, and asset condition assessments.

Engineering, System Design & Technical Oversight

- Oversee distribution system design, performance monitoring, load forecasting, and protection schemes.
- Provide engineering leadership for substation design, line improvements, distributed energy integration, and system modernization (e.g., smart grid technologies).
- Review engineering drawings, detailed work packages, and capital project designs for accuracy, practicality, and safety.
- Ensure appropriate technical solutions are applied to improve reliability, power quality, and asset performance.
- Serve as the technical lead for major equipment procurements and technology evaluations.

Safety Leadership

- Demonstrate strong safety leadership and reinforce a culture of continuous improvement in safety performance.
- Ensure compliance with applicable electrical safety codes, OHS regulations, and utility standards.
- Conduct or oversee safety audits, inspections, and incident investigations.
- Ensure staff are trained, competent, and equipped to work safely at all times.
- Work collaboratively with the Joint Health and Safety Committee (JHSC).

Regulatory, Compliance & External Relations

- Ensure compliance with all applicable codes, regulations, and standards (e.g., NSEB, CSA, environmental and safety requirements).
- Prepare reports and recommendations for the Commission and Town Council.
- Represent the Utility in dealings with municipalities, provincial and federal agencies, external utilities, contractors, and consultants.
- Support regulatory filings, rate applications, and capital submissions as required.

Financial Management & Budgeting

- Develop and recommend annual operating and capital budgets in collaboration with the Director of Finance and CAO.
- Manage expenditures, contracts, and procurement in accordance with BEC policy.
- Maintain adequate inventory for operations and capital projects.
- Identify cost-saving opportunities through engineering solutions, process improvements, and effective contract negotiations.

Human Resources & Leadership

- Lead, mentor, and support unionized and non-unionized staff, fostering a collaborative and high-performance workplace.
- Ensure proper application of the Collective Agreement and maintain positive labour relations with the IBEW.
- Evaluate staff performance, support training and development, and ensure workforce competency.
- Promote professionalism, accountability, respect, and continuous improvement across the team.

Customer & Community Engagement

- Respond to customer inquiries, complaints, and service issues professionally and promptly.
- Represent BEC positively within the community and maintain strong public and stakeholder relationships.
- Communicate utility priorities, service updates, and outage information clearly and effectively.

Qualifications:

Education:

- Bachelor's degree in Electrical Engineering, Power Systems Engineering, or a related discipline.
- Eligible for or registered with Engineers Nova Scotia as an Engineer-in-Training (EIT) or Professional Engineer (P.Eng).

Experience:

- Minimum of 8–10 years of progressive experience in electrical utility operations, engineering, or management.
- Experience in distribution system design, maintenance, construction, and outage management.
- Demonstrated leadership experience, preferably within a unionized environment.
- Experience with budgeting, project management, regulatory processes, and capital planning.

Knowledge, Skills & Abilities:

- Strong knowledge of electrical distribution systems, substations, protection schemes, system modelling, and operating practices.
- Familiarity with utility software tools (e.g., SCADA, GIS, CYME or similar modelling platforms).
- Strong understanding of occupational health and safety legislation and electrical safety standards.
- Excellent organizational, analytical, and problem-solving skills.
- Ability to lead teams through change, promote innovation, and encourage continuous improvement.

- Skilled communicator able to adapt communication style to staff, Council, customers, and external partners.
- Strong judgment and decision-making abilities, especially during emergencies.
- Proficiency with Microsoft 365 (Word, Excel, PowerPoint, Outlook).

Core Competencies

- Results Orientation: Sets ambitious goals and consistently achieves them.
- Leadership & Team Development: Inspires, mentors, and empowers staff to achieve excellence.
- Strategic Thinking: Anticipates future trends and develops long-term plans.
- Innovation & Problem Solving: Generates creative solutions to technical and operational challenges.
- Customer Focus: Builds strong relationships and consistently delivers high-quality service.
- Collaboration & Communication: Works effectively with diverse stakeholders internally and externally.
- Change Management: Leads teams through organizational and operational change successfully.
- Financial Acumen: Manages budgets, resources, and capital projects efficiently.

Working Conditions

- Full-time, permanent position, Monday to Friday, with additional hours as required.
- Required to respond to emergencies, storms, outages, and after-hours events.
- Combination of office work, field supervision, and site visits in varied weather conditions.
- Interacts regularly with the CAO, Commission, Town Council, staff, consultants, contractors, and customers.

Additional Requirements

- Valid Nova Scotia driver's license.
- Ability to provide a satisfactory criminal record check.
- Ability to work safely in proximity to energized electrical equipment and construction sites.