

## OPERATIONS LEADER – INTEGRATED MEMBER SERVICES

EQUS was founded on the co-operative spirit. Our core values of Quality, Accountability, Community and Knowledge define the attitude our teams bring to work every day, together we connect rural Alberta and enrich the lives of our members.

### Job Purpose

EQUS is seeking an experienced, values-based leader for our team based in Southern Alberta. The Operations Leader – Integrated Member Services is responsible for effectively leading the team and overseeing all aspects of our operations in these areas to best serve our members.

### Duties

#### Safety

- Ensure all work is conducted in adherence to safety standards by conducting training, monitoring safety programs, completing worksite inspections, and providing recommendations based upon incident investigation analysis.
- Leading the Monthly Safety and Communication Meeting.
- Responsible for maintaining all Area buildings.

#### Construction & Service Work

- Oversee and coordinate the execution of construction projects, including new service construction and planned programs, and considering accurate inventory management and engaging contractors as necessary.
- Oversee the high-quality completion of service work, including meter reads and changes, planned and unplanned outages, disconnects-reconnects, high load moves, service moves, Alberta First Calls, and all other work orders.
- Manage contractors as required by supervising and monitoring the work performed, ensuring safety standards are upheld, addressing and resolving performance issues, and authorizing payment for work performed.
- Oversee a high-quality member relations process for service requests, and ensure work orders are closed and related data is tracked.
- Work collaboratively across the organization to ensure EQUS is complying with agreements in place with other utilities in our service area.

#### Business Activities

- Prepare the Area's operating budget and monitor closely throughout the fiscal year to stay within budget targets.
- Determine area equipment requirements and develop business cases to support the acquisition of new capital equipment. Ensure that all assigned equipment is appropriately maintained.
- Work collaboratively with Human Resources to appropriately manage employee relations issues.
- Ensure compliance with corporate policies by monitoring all business activities in the Area.

**DELIVERING  
MORE THAN POWER**

Corporate Office  
Box 6199, 5120-40 Avenue  
Innisfail, AB T4G 1S8

North Area Office  
Box 1178, 4804-41 Street  
Onoway, AB T0E 1V0

Central Area Office  
Box 6199, 5803-42 Street  
Innisfail, AB T4G 1S8

South Area Office  
Box 1657, 3 Alberta Road  
Claresholm, AB T0L 0T0

## Membership

- Liaise between the team and EQUUS members to ensure members are satisfied with the work of EQUUS, and that members receive the best possible service and are treated in alignment with EQUUS' values.

## Leadership

- Lead the Area team by living the EQUUS values, and creating and supporting the conditions needed for the team's ongoing success.
- Maintain and improve employee engagement through your approach to leadership and communication with the Claresholm and Medicine Hat teams, and teams across EQUUS.
- Participate on the Strategic Leadership Team, working collaboratively to build a 'one EQUUS' team across the organization.

## Review & Approval of Work

This position reports to the Operations Group Leader.

## Job Requirements

- Previous experience in a management or leadership role, with particular experience leading teams.
- Previous experience or strong knowledge of the Electrical Utility Industry.
- Knowledge of Distribution Vegetation Management systems considered an asset.
- Demonstrated understanding of financial or business strategies with experience in developing tactics to effectively implement strategic plans.
- Strong capability to develop and implement business plans.
- Highly developed interpersonal communication skills, including professional writing and presentation skills.
- Extremely strong member relations and customer service skills.
- Frequent travel, spending equal time in both Claresholm and Medicine Hat locations is required.

## Compensation

EQUUS strives to attract and retain highly skilled talent and expertise vital to our organization's success. We offer competitive wages, a comprehensive benefits package, and excellent opportunities for development and growth.

**Power up your career by joining the EQUUS team!**

**Submit your application to [HR@EQUUS.CA](mailto:HR@EQUUS.CA)**



The Employee Recommended Workplace Award recognizes excellence in achieving a healthy, engaged and productive workforce. It is the only award of its kind that is based entirely on feedback from employees.

EQUUS would like to thank you in advance for your resume. It will be kept on file for six months from the date it is submitted. EQUUS REA LTD. (EQUUS) collects only that personal information about job applicants that is needed to determine suitability for employment. The information will be used only for the purpose of evaluating that suitability. EQUUS will not distribute your information to anyone else. After six months your application, and any personal information collected about you during the verification process, will be destroyed.