

Director, Operations (Vancouver, BC)

About Us

Recognized as a leader in innovative energy solutions, Creative Energy designs, builds, owns, and operates sustainable district energy systems across Canada and parts of the US. Our team has a client-focused, community-vested approach to projects that deliver outstanding quality and service while providing tangible value for continued growth.

In addition to owning and operating one of Canada's largest thermal networks in downtown Vancouver, we provide value to developers, landowners, end-users and the broader community through flexible thermal neighbourhood energy systems. Our projects focus on innovation, resiliency, and sustainability, and span across a broad spectrum of technologies including geo-exchange, ocean exchange, cogeneration, microgrids, solar PVs, and sewer heat recovery.

Serving Canadians for over 55 years with a reliability rate of 99.99%, we're developing more than a dozen new low-carbon district energy systems across North America, including the revitalization and decarbonization of our downtown Vancouver steam plant which will be one of North America's largest thermal fuel-switch projects and provide downtown Vancouver with renewable energy infrastructure for decades to come.

The Opportunity:

We are seeking an experienced Director, Operations, with a proven track record of successfully aligning the operations of our existing assets to Creative Energy's strategic roadmap and financial goals and for overseeing and optimizing all aspects of the physical plant, distribution network and district energy sites, ensuring the effective and efficient management of people, resources, processes, and systems. The Director has a pivotal role in driving operational excellence, safety, enhancing productivity, reducing cost and achieving organizational objectives while maintaining the highest standards of, quality, reliability, regulatory compliance and customer service.

LEADERSHIP and MANAGEMENT

- Leads, manages, trains and coaches a high-performing team with personal integrity and in an environment of mutual respect, consistent with Creative Energy's values, fostering a culture of collaboration, accountability and innovation.
- Ensures team is aligned to corporate direction and strategic goals and that the appropriate metrics are clearly defined, communicated to and understood by the team.
- Ensures positive and constructive relations with bargaining unit staff and union representatives, leads the collective bargaining process in collaboration with Human Resources, administers the collective agreement, including progressive discipline and leads performance management for the Operations team.
- Monitors team performance to ensure the development and implementation of short-term and long-term strategies, work plans, and budgets to achieve desired objectives.
- Leads team readiness for future operations, preparing the team for the new operating model and the commissioning of new facilities.

OPERATIONS

- Analyzes overall performance of operations and drives continuous improvement in plant, maintenance and asset performance resulting in cost and productivity improvements. Leads

a culture of operational excellence - waste elimination, improving day to day operations and inspiring the team with a passion for continuous improvement.

- Provides direction and leadership in the review, evaluation, operation, maintenance, reliability improvement and risk mitigation of the steam, hot water heating and chilled water generation, and distribution facilities to obtain optimum production and delivery of day-to-day services to meet the needs of client communities throughout the Downtown Core and other existing District Energy Sites.
- Communicates with stakeholders, customers, and the public to ensure effective and productive community relations are maintained and any service issues are resolved quickly and efficiently.
- Develops a thorough understanding of the customer value proposition and ensures operational teams can deliver on the desired customer experience to increase customer satisfaction and loyalty.
- Manages resource allocation, including personnel, equipment, and technology, to optimize productivity.
- Provides leadership and strategic direction to support the successful implementation of approved capital projects and monitors project milestones and performance metrics in relation to deliverables and established targets.
- Collaborates with project and engineering teams to ensure complete and effective hand off to successfully move new services and systems from engineering to operations.
- Supports value added technologies and advanced analytics in the development and continuous improvement of maintenance programs and asset management systems.

SAFETY

- Promotes a strong health and safety culture at all existing sites and head office, ensuring teams are trained and proper safety procedures are implemented.
- Ensures compliance with all national, provincial, and municipal legislation, regulations, codes, and standards, including health and safety and environmental programs, through the development of policies, procedures, and other administrative internal controls.
- Assesses and mitigates operational risks, develops contingency plans and implements safety and compliance protocols.
- Reviews and approves standard operating procedures.

BUDGETS

- Leads the preparation of the Operations' annual business plan.
- Develops, implements and controls Operations budget, including maintenance and capital budgets, associated staffing costs and non-capitalizable costs, forecasting cost pressures and the procurement and management of contracts. Implements cost control measures as required.
- Reviews capital, expenses and asset usage to ensure all assets operate in a cost-effective manner, recommending and approving all major purchases of equipment, material and supplies for the operation.
- Assures that end life forecasting and reporting is undertaken in accordance with relevant Company policies such that the appropriate revenues, provisions, and accruals are recognized.

REPORTING

- Prepares and presents operational reports to the Board of Directors and their Committees, as required, including environmental, social and governance data, financial and operational performance, progress against strategic plans, and identification of material risks and mitigation strategies.
- Prepares compliance reports to meet federal and provincial regulatory obligations relating to greenhouse gas emissions, sustainability, environmental and climate matters.

Qualifications and Experience:

- Bachelor's degree in the field of Engineering. BC 1st Class Power Engineering Certification is an asset.
- 10-15 years operational experience in high pressure steam generation and distribution systems.
- 7-10 years management experience with a unionized workforce.
- Experience in district energy systems is an asset.

Specialized Skills and Knowledge:

- Demonstrates a commitment to health and safety and role models safety leadership.
- Ability to lead effectively and efficiently, coach and mentor an Operations team.
- Demonstrated knowledge of change management principles and practices.
- Effective decision-making capacity with proven analytical and problem-solving abilities.
- Ability to foster and maintain effective relationships among various community and/or stakeholder groups.
- Proactive, results-oriented self-starter; accountable for decisions and outcomes.
- Solid time management, organizational and planning skills and demonstrated flexibility managing effectively with changing priorities in a complex, fast-paced work environment.
- Committed to providing superior client service.
- Excellent written and verbal communications skills.
- Comprehensive understanding of national, provincial, and local regulations, codes, standards, and industry best practices.
- Proficiency in Microsoft Office products, Delta V and Building Automation Systems.
- Demonstrated ability to lead continuous improvement initiatives.
- Knowledge of automation and technology in anticipation of the new best practice data and sensor-based plant and distribution network.
- The Director, Operations must be physically able to work in a steam plant and participate in field work. This position is on-site and requires availability on weekends and after normal business hours.

What we Offer

- Competitive starting salary - \$143,500 - \$180,000, with placement on the range dependent on your applicable experience, qualifications, skills and knowledge.
- Comprehensive benefits package, including an RRSP matching program.
- Support to maintain your professional credentials.

Interested?

This is an exciting opportunity with a growing firm and innovative leader in District Energy Systems. Please send your application to careers@creative.energy.

We thank all applicants for their interest; however, we will only be contacting selected candidates for follow-up.