

Manager Commercial Operations, Vancouver BC

Creative Energy Overview

Creative Energy (<http://creative.energy/>) owns and operates one of the largest district energy systems in North America. Since 1968, we have been delivering outstanding customer service with a 99.99% reliability record. Today, our original plant in downtown Vancouver serves over 215 customers across more than 45 million square feet of connected real estate. In addition, Creative Energy has 9 other operating systems in Vancouver and Toronto. Creative Energy aims to bring low-carbon energy to cities across North America and is currently developing over 15 new low-carbon district energy projects with a range of innovative technologies including ocean-exchange, geo-exchange, sewer-energy recovery, solar PV, and microgrids, and has offices in Vancouver, Toronto, and Seattle.

Creative Energy designs, builds, owns, operates, finances, and maintains sustainable neighborhood scale energy systems with an unwavering mission to instigate massive reductions in GHGs from the cities in which we operate in. We know what it takes to build and operate the next generation of infrastructure to help our cities meet their energy, climate, and resiliency objectives.

Position Overview

Creative Energy is looking for a Commercial Operations Manager, based in Vancouver, to lead and support the implementation of commercial terms for projects as they become operational across Canada, as well as managing customer relationships for existing operating thermal energy systems.

The role is dynamic, requiring collaborative and cross-functional engagement to ensure that commercial terms as they are developed through negotiation with customers by the Developments team, finalized through engagement with the Project Delivery team and then implemented with the finance team, are understood and the commercial value from operating assets are fully realized. To fully realize commercial value, the customer will need to be engaged throughout, and on an ongoing basis once operations start.

The position requires a good understanding of customer contracts, and in particular the ability to distill complex contracts to the key commercial terms and ensure a common understanding of those terms across all internal and external stakeholders. A proven ability to build and maintain strong working relations with internal staff, customers, and other stakeholders is therefore imperative. Knowledge of public utility regulation would be preferred given that many of our operating assets are regulated by the British Columbia Utilities Commission (BCUC).

Key Responsibilities

Reporting to the Director, Finance, the role is responsible for the following key responsibilities:

- Take ownership of the commercialization of new assets as they transition from projects to operations.
- Support the project delivery and legal teams to ensure those commercial terms are properly captured in energy service agreements as they are negotiated with customers.
- Coordinate with real estate partners to ensure adequate disclosure of energy rates and commercial terms for condo/strata projects.

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- Oversee operationalization of financial models once projects are completed to determine billing adjustments from initial contracts.
- Oversee the capture of commercial terms in the billing and invoice creation to customers and ensure that the finance team are fully aware of those commercial terms, and that the customer is aligned.
- Proactively develop relationships and manage ongoing interactions with customers to ensure customer satisfaction and continued adherence to commercial terms and act as a conduit with the operations team as needed to manage customer issues
- Support the regulatory processes where customer engagement is required as part of the approval process for projects subject to BCUC regulation
- Support the digitization of the customer experience

Qualifications

- A Bachelor's degree in finance, economics, or business
- Excellent written and oral communication skills, with the ability to distill complex matters with precision and persuasion to a depth appropriately targeted to varied audiences
- 5+ years of energy industry experience; applied and progressive commercial experience an asset
- Exceptional collaborative and interpersonal skills
- Self-motivated, results-driven, and able to work both independently and as part of a team.
- Willingness to travel as needed to support business development activities.
- Solid time management, organizational and planning skills
- Contract knowledge, modelling skills, and proficiency in analytical software tools an asset

Interested?

If you are interested in joining us, please submit your resume to tara.parry@roberthalf.com. Only eligible candidates currently based in Canada will be reviewed. Only qualified candidates will be contacted.