

Position  
Profile

**Tillsonburg Hydro Inc.**

General Manager, Hydro  
Operations



**TILLSONBURG  
HYDRO INC.**



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## THE POSITION

The Town of Tillsonburg is seeking to recruit a new General Manager (GM) of Hydro Operations. The GM will report directly to the Chief Administrative Officer for the Town of Tillsonburg. The GM will be responsible for all facets of corporate strategic planning, development, coordination and leadership in the distribution of the electrical services of Tillsonburg Hydro Inc. to its customers. The General Manager ensures compliance with the Corporate Mission, Vision and Core Values, policies and all applicable legislative, financial and governance matters. The General Manager will provide leadership and guidance to the Tillsonburg Hydro team as they carry out responsibilities in accordance with the organization's policies and applicable laws.

## BACKGROUND

Tillsonburg Hydro Inc. (THI) is 100% owned by the Town of Tillsonburg and operates as a regulated company under the auspices of the Ontario Energy Board. THI serves more than 7,500 customers covering 22 square kilometres in the Town of Tillsonburg. THI's mandate is to provide the people and businesses of Tillsonburg with a reliable power supply while maintaining a safe distribution system. THI is a small electricity Local Distribution Company with 14 employees.

Tillsonburg Hydro Corporate Strategic Direction		
<b>Vision</b>	To deliver electricity through safe, dependable, cost-effective and environmentally responsible practices.	
<b>Mission</b>	A local energy distribution company committed to maximizing value to our stakeholders through innovative solutions.	
<b>Core Values</b>	<b>Safety</b>	Promoting safe and efficient practices in the supply, delivery, education and use of energy.
	<b>People</b>	Creating an atmosphere for employees that promotes empowerment and commitment to the THI vision.
	<b>Integrity</b>	Focusing on transparent, responsible and fiscally sound leadership.
	<b>Agility</b>	Responding to our customers, community and industry trends while seeking excellence and continuous improvement in all business areas.

## CANDIDATE PROFILE

The General Manager, Hydro Operations is responsible for the overall management and operations of employees and functions within the Hydro Division, while ensuring safe, environmentally sound and efficient practices are in place in compliance with all applicable regulatory, legislative and governing entities.

The General Manager, Hydro Operations is a thoughtful and technically competent listener and leader, and understands the operations side of an increasingly technically complex industry. The General Manager is accountable to the Tillsonburg Hydro Inc.'s Board of Directors for the financial performance, processes, systems, regulatory compliance and overall operational success of the utility.

## DUTIES & ACCOUNTABILITIES

- Planning, directing, managing, and overseeing all activities and operations of THI in accordance with its objectives and policies.
- Develop, coach, and mentor staff to ensure THI's goals and objectives are achieved.
- Develop and execute a strategic long range plan.
- Achieving the highest level of customer service.

- Promoting the organization's visibility through advocacy action plans.
- Ensure the organization is compliant with all policies, procedures, and legislative requirements, and is empowered to make decisions on behalf of the organization to achieve compliance where necessary
- Ensure compliance with the master service agreement between the Town of Tillsonburg and THI.
- Ensure the relationships and any activities complies with the Affiliate Relationships Code for Electricity Distributors and Transmitters (OEB).
- Monitor projects, set priorities and meet customer expectations.
- Working effectively and collaboratively with community stakeholders, the business community, other utilities, government and its agencies.
- Responsible for the development and monitoring of departmental budgets with the assistance of finance as required.
- Prepare monthly reports and presentations on the activity of the Hydro operation for presentation to the THI Board.
- Coordinate and work in cooperation with the JHSC to ensure safe work practices are implemented and complied with, and to promote H&S throughout the Corporation.
- Oversee the relationship with the union which includes planning for and negotiating collective agreements and ensuring the resolution of any collective agreement issues.
- Attend Board and Council meetings, where required.
- Adheres to all policies and procedures for the Town of Tillsonburg and THI.
- Aware of safe work practices relating to job responsibilities and have basic understanding of the Occupational Health & Safety Act as it relates to the work environment.
- Other duties assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **Education**

- University degree in Engineering, Business, Finance, or a related field.

### **Experience**

- Minimum of five (5) years management experience in the electrical distribution/energy sector.
- A solid understanding of and experience in financial budgeting and reporting for an electrical utility.

### **Skills and Knowledge**

- Knowledge of relevant legislation, polices and guidelines.
- Ability to direct and supervise employees and contractors.
- Ability to prioritize and demonstrate diplomacy and tact in disruptive situations.
- Excellent organizational and project management skills.

## KEY ATTRIBUTES & COMPETENCIES

### **Visioning & Alignment**

The General Manager must have an excellent understanding of the Ontario electricity sector and be able to shape a compelling and inspired vision and strategy for the future state of the Corporation, which generates commitment and alignment of all aspects of the business and its people. They must be ready to exploit new opportunities for growth, take advantage of new technological advancements, and seize opportunities that will increase shareholder value.

### **Motivational Change Leadership**

The General Manager manages continuity, change, and transition. A model of integrity and professional behavior, they deal effectively with demanding situations, able to quickly design and implement interventions. He/she confidently builds and develops teams, fosters a respectful and ethical work environment, mobilizes the workforce and champions and delegates courses of action towards the achievement of the strategy and vision of the Corporation. As a member of the Town's Senior Leadership Team (SLT), this individual develops people and builds teams, promotes the company's values, mission, and vision and knows how to influence and enable others and address the impact of attitude and action.

### **Business & Financial Acumen**

The General Manager understands and uses the workings, structure, climate, and culture of the Corporation and the industry to achieve business and growth outcomes. They use and understand of financial information to make business decisions, maximize value, and maintain financial health of the Corporation. This position also requires demonstrated knowledge and experience in integrating and coordinating diverse areas of business management, including Human Resources, Finance, Operations, Customer Service, Regulatory, Information Technology, Risk Assessment and Mitigation, oral and written communications, planning and evaluation, and governance.

### **Commitment to Results**

The General Manager is a systems thinker who is customer focused and goal driven. This individual identifies relevant information and helps transform this information into individual and organizational knowledge and learning. The General Manager is action orientated and innovative. They anticipate and solve problems and take advantage of opportunities, is a self-starter and team player.

### **Political Conscientious**

The General Manager understands and operates sensitively and effectively within the political structures and climates of the position.

### **Relationship & Network Building**

The General Manager seeks and builds alliances, maintains effective relationships, communicates in a compelling and articulate manner instilling commitment, and fosters open, respectful, two-way communication channels, internally and externally, to further the strategy and vision of the Corporation.

### **Negotiation & Consensus Building**

The General Manager actively listens for underlying nuances and messages and uses persuasion to build consensus, manage and/or resolve conflicts, and reach mutually agreeable outcomes.

### Decision Making

The General Manager analyses and synthesizes information to understand issues, identify options, and make appropriate, realistic, and timely decisions based on consideration of the available facts and alternatives and sound calculation of risks.

### Resilience

The General Manager must remain energized, positive, and focused in the face of ambiguity, change or strenuous demands.

## APPLICATION INFORMATION

To explore this opportunity further, please email your resume (filename - "Last name, First name - CV"), with "Tillsonburg Hydro General Manager" in the subject line, in confidence to Larry Sartor at [larry@sartorandassociates.com](mailto:larry@sartorandassociates.com) and Mark Fukuzawa at [mark@sartorandassociates.com](mailto:mark@sartorandassociates.com).

*It is the Town of Tillsonburg's policy to comply with all applicable laws and regulations which prohibit unlawful discrimination because of race, religion, creed, colour, national origin, sex, sexual orientation, age, disability or marital status or any other protected class.*

*We thank all those that apply for the position, however, only those selected for an interview will be contacted. Thank you for your understanding*