

Highlights of the job

Our Regional Water Operations team is hiring a **Business Management Specialist (Full-Time Permanent)** position working at our Calgary, Alberta location. This position reports to the Senior Manager, Commercial Operations and is eligible for our hybrid *Where We Work* program. This opportunity is open to internal and external candidates. Current EPCOR Employees, please ensure that you are using your “@epcor.com” email address.

As a Business Management Specialist you will lead initiatives and outcomes across Regional Operations to ensure processes are consistent with other areas in EPCOR, compliance with contract deliverables, internal and external audits and certifications such as International Organization Standards (ISO), and business development proposals. You will closely collaborate with Operations Managers, Project Managers and Senior Management to adopt technologies that improve process efficiencies and business development pursuits.

What you'd be responsible for

- Leading change management process for the Commercial Services business unit to ensure uninterrupted water and wastewater services and fulfilment of contractual key performance indicators (KPIs).
- Developing compelling business proposals for Water and Wastewater projects and operations and facilitating relevant workshops and other client focused interactions.
- Recommending and driving initiatives for process improvements including software implementation, client interaction, report generation, project invoicing and controls.
- Fostering strong relationships within Regional Operations teams as well as cross functional collaboration with other teams in EUJ to drive valuable contribution and input in defining the operational, capital, growth plans and roadmap.
- Ensuring optimal delivery of business results against key performance metrics across financial; business processes; operational effectiveness; new technologies; team productivity; employee and client measures.
- Developing, implementing and reviewing business processes to ensure compliance to policies, standards, regulatory requirements and ensuring mitigation of risks.
- Liaising with a variety of operations, site and business managers to successfully implement optimization opportunities; develop additional metrics for tracking and improving operational performance.
- Supporting Regional Operations Managers and Project Managers to prepare contracts, fulfil contract deliverables, prepare reports and presentations to industrial and municipal clients.
- Ensuring optimal deliverables by implementing effective cross-functional accountability and relevant authority practices within the context and limits prescribed by the Senior Manager.

What's required to be successful

- A degree in Science, Engineering, or Business or an MBA from a recognized post-secondary educational institution is required.
- A Professional Engineering (P.Eng.) designation required.
- 5+ years of experience, preferably consulting within the water/waste water industry
- A combination of post-secondary education and experience may be considered.

- Comprehensive knowledge and experience in water/waste water systems and project management processes as well as industry regulations and best practices.
- Possess Operations Technology Project Management Experience to:
 - Understand Agile Project Management Frameworks such as SCRUM and/or Kanban
 - Manage software development contractors and software vendors for both off the shelf and custom solutions
 - Conduct Business analysis in translating project requirements from operations to software developers
- Possess Utilities Operations Experience to:
 - Understand Industrial SCADA systems – GE iFix, Rockwell Factory Talk, etc.
- Possess Database Management and Data Visualization Experience to:
 - Work with large data lakes in Azure using queries and APIs
 - Work with on premise SQL databases
 - Create Power BI reports using Power Query
- Advanced working knowledge of Microsoft products, specifically SharePoint.
- Exceptional communications (verbal, business writing and editing) and interpersonal skills with an attention to details combined solid organizational skills and ability to effectively manage shifting priorities
- Openness to coach and mentor others

As the successful Business Management Specialist, you demonstrate the ability to achieve objectives on time and to a defined standard, you advocate for and identify opportunities to streamline processes, increase efficiency, reduce waste, and improve products and results. You work well in a team, are willing to adhere to EPCOR's standard processes and look for opportunities for improvement, while demonstrating a strong commitment to safety.

Other important facts about this job

Jurisdiction: PROF

Location: Calgary, AB. This position will require approximately 30% travel.

Hours of work: 80 hours biweekly

Note: Please be prepared to participate in a practical exercise that demonstrates your writing and/or presentation skills to be used as a part of the interview/selection process.

Application deadline: **November 29, 2024**

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Please note the following information:

- A requirement of working for EPCOR is that you are at least 18 years of age, successfully attained a high school diploma (GED, or equivalent level of secondary education) and legally entitled to work in Canada. (A copy of a valid work permit may be required.)
- If you are considered for the position, clearance on all applicable background checks (which may include criminal, identity, educational, and/or credit) and professional

reference checks is required. Some EPCOR positions require an enhanced level of background assessment, which is dictated by law. These positions require advanced criminal record checks that must also be conducted from time to time after commencement of employment.

- A technical/practical assessment will be administered during the selection process to assess your writing and/or presentation skills to be used as a part of the selection criterion.
- To meet the physical demands required of some positions, candidates must be in good physical condition and willing to work in all weather conditions. Clearance on pre-placement medical and drug and alcohol testing may be required.