



Make working for
The City work for you.



Leader, Meters

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Leader of Meters, you will fill a critical role within the Water utility that is responsible for implementing advanced metering infrastructure as well as running day to day operations that includes managing a meter inventory of over 400,000 meters and growing. Your passion and commitment for building strong and trusted relationships with interested parties will enable you to support and influence a transformational cultural shift in how we approach metering and utility billing. Your leadership style is collaborative and strategic, and you will work with other Leaders within the utility to create and sustain a strong customer focus that enables the achievement of a safe and efficient service for the Utility. Primary duties include:

- Provide leadership, direction, coaching and mentoring to develop and motivate a high performing team in a psychologically safe environment that aligns with corporate values. Ensure staff see how their work contributes to Water Services' objectives.
- Assess and make recommendations on existing and emerging technologies and advancements in metering and meter data collection and analysis and assess and make recommendations on how these may be applied across multiple City divisions.
- Provide strategic oversight to accomplish the outcomes of the Advanced Metering Infrastructure Program and guide The City of Calgary through this transformation and into the new modern state of metering. This role will build the team to meet current and future needs.
- Build strong collaborative working relationships with internal parties, engage with customers on complex metering applications and billing disputes and escalations.
- Develop and manage operating and capital budgets, short and long-term forecasts and manage multiple product supply vendors, service contractors and consultants. Includes the development and evaluation of Request for Proposals (RFPs), contract negotiations, change orders, and on-going performance management.
- Develop, implement, monitor, and report on business process changes, performance metrics, benchmarking systems, and quality control measures to provide revenue assurance, a positive customer experience and water efficiency.
- Support and model a culture of safety within the division and ensure that safe working practices are implemented, adhered to, and measured.

Qualifications

- A completed 2 year diploma in Accounting, Business, or Engineering related field and at least 10 years of experience; OR
- A degree in a related field and at least 8 years of experience in a related field such as meter department that includes technology, billing, long term meter strategy and quality control.
- Equivalent combinations of education and experience may be considered.
- Success requires strong abilities in: change leadership, strategic and analytical thinking, communication, decision making, political acumen, planning and organizing, building and sustaining strong relationships.

Pre-employment Requirements

- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level F \$94,168 – 144,228 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Water Services
Location: 625 25 Avenue SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: June 13, 2024
Job ID #: 309945

Apply online at www.calgary.ca/careers