

Employment Opportunity

Business Modernization Coordinator (Full-time/Permanent)

Working in the Municipal Services Department and reporting to the Smart Grid Engineer, the Business Modernization Coordinator plays a strategic role in advancing the City's organizational modernization and digital transformation initiatives across municipal utility services.

This position focuses on improving how services are delivered by strengthening systems, organizing operational data, and redesigning processes to enhance efficiency, transparency, and long-term sustainability. The role ensures that modernization efforts not only implement new technologies but also establish structured, reliable systems and workflows that support informed decision-making, operational continuity, and future leadership success.

Key Responsibilities:

- Lead organizational systems and process optimization initiatives by reviewing, documenting, and improving workflows to streamline service delivery and reduce reliance on manual or institutional knowledge
- Manage and enhance operational databases and digital tools to ensure accurate, accessible information that supports decision-making across departments
- Support long-term organizational effectiveness by standardizing processes and aligning systems, data, and technology with the City's strategic modernization and service delivery goals
- Define and document business and functional requirements for the deployment of Advanced Distribution Management Systems (ADMS), Distributed System Operator (DSO) software, and other modernization platforms
- Lead and support grid and infrastructure modernization initiatives, including system upgrades, technology implementation, and digital transformation projects
- Analyze existing workflows and implement improved, efficient procedures, including the transition from manual to digital processes
- Manage vendor relationships, project deliverables, and timelines for key modernization initiatives
- Collaborate with stakeholders across Operations, Planning, Asset Management, Field Services, and Control Rooms to develop and execute a comprehensive roadmap for business and technology needs

- Support the reliability and efficiency of in-house analytics tools through proactive maintenance, updates, and issue resolution
- Maintain and analyze utility data, monitor key performance indicators (KPIs), and support data-driven decision-making
- Assist in the preparation of bi-weekly, monthly, quarterly, and ad hoc reports and presentations for internal and external stakeholders
- Act as a liaison between municipal departments, consultants, developers, regulators, and stakeholders to ensure compliance with legislation and modernization initiatives
- Provide financial and budgetary support by monitoring operational and capital projects and preparing analytical reports to support decision-making
- Contribute to initiatives that enhance customer service, including smart metering and digital customer platforms
- Stay current with industry trends related to municipal modernization, digital transformation, and clean energy initiatives
- Perform other related duties as assigned

Minimum Qualifications and Competencies:

- Bachelor's degree in business administration, public administration, information systems, computer science, engineering, or a related field
- Minimum 3–5 years of progressive experience in municipal government, utility operations, or large-scale utility environments
- Strong understanding of utility operations and technologies related to water, wastewater, and/or electrical systems
- Experience with IT/OT integration, business analysis, and digital transformation initiatives
- Demonstrated project management experience, including software implementation or infrastructure modernization projects
- Experience with utility software systems such as ADMS, SCADA, DMS, GIS, or Asset Management platforms considered an asset
- Strong analytical and problem-solving skills with the ability to address technical challenges
- Excellent written and verbal communication skills and the ability to collaborate with technical teams and diverse stakeholders
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Windows-based environments
- Project Management Professional (PMP), Lean Six Sigma, or related certification considered an asset
- Collaborative mindset with the ability to work independently when required

What We Offer:

- comprehensive medical and dental coverage
- access to 24/7/365 virtual care via the medical provider
- employer-paid Employee Assistance Program (EAP/EFAP)
- pension plan



- three weeks of vacation to start
- supportive and welcoming work environment in a thriving community

Hours: 40 hours per week

Salary Range: \$79,608-\$85,856

How to Apply:

Submit a confidential cover letter and resume outlining your qualifications and interest in the position. Please include "Utility Services Innovation Coordinator" in the subject line of your email.

 **Email:** jobs@summerside.ca

 **Deadline to apply:** Friday, May 15 at **1:00 PM (AST)**

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The City of Summerside is committed to creating an inclusive, respectful, and accessible workplace for all employees.