



Executive Vice President, Customer Service Operations

REGINA, SASKATCHEWAN

SaskEnergy is seeking a strategic leader to shape the delivery of critical energy services across Saskatchewan - from the first customer interaction to the safe, reliable operation of a province-wide system.

Reporting to the President and Chief Executive Officer, the Executive Vice President, Customer Service Operations leads approximately 630 employees across Saskatchewan, oversees an annual operating expense budget of approximately \$140 million and has meaningful influence over capital investment, workforce planning, customer experience and enterprise performance.

The portfolio serves more than 400,000 distribution customers and approximately 140 transmission customers; customer service and support; provincial field operations; system monitoring; customer experience; operational effectiveness; and energy-efficiency programming. This broad mandate sits at the operational heart of SaskEnergy, with a direct line of sight to safety, reliability, affordability and public trust.

The Mandate

The incoming executive will build on a strong foundation of modernization and continuous improvement. The next phase will focus on leveraging recent progress, strengthening leadership capacity and employee insights, and translating new systems, data and customer insight into simpler work, better handoffs and measurable results. The role requires sustaining high-quality service, reliable and safe operations while advancing affordability, productivity and the next horizon of customer experience.

The EVP will set direction and clear accountabilities across a large, geographically dispersed and predominantly unionized workforce; develop leadership; deepen succession capacity; and create opportunities for front-line expertise to inform better decisions. Visible leadership across the province, constructive relationships with Unifor and major customers, and sound judgement during emergencies or escalated issues will be essential.

At the executive table, the successful candidate will bring an enterprise perspective to strategy, risk, investment, regulation and organizational priorities. They will challenge constructively, align behind collective decisions and connect the portfolio's work to SaskEnergy's broader responsibility to serve the people, businesses and industries of Saskatchewan.

The Leader

The ideal candidate is an accomplished executive and people leader who has delivered meaningful results through large, complex and geographically dispersed teams. They combine strategic range with operational credibility, financial discipline and a genuine commitment to people and customers. Experience in utilities, infrastructure, field operations, customer service or another 24/7 essential

service environment would be highly relevant; sector-specific credentials are less important than demonstrated leadership scope, sound judgment and results.

Candidates will bring progressive senior leadership experience with significant accountability for people, operations, customers and financial results. A relevant post-secondary degree, or an equivalent combination of education and executive experience, is expected. Advanced business, engineering, accounting or related professional credentials would be considered assets.

Why This Opportunity

Few roles offer this combination of enterprise influence, operational scale, and direct public impact. The successful candidate will lead essential services Saskatchewan relies upon every day, and in the moments that matter most, while helping shape SaskEnergy's strategy, culture and performance. The organization offers a strong platform from which to lead: modernized capabilities, a commitment to operational excellence, and an environment that values informed challenge and collective accountability.

To Apply

For additional information or a confidential discussion, contact Leadership Source at 306-543-1666 or search@leadershipsource.ca. Applications may be submitted confidentially through **Leadership Source**.

Early applications are encouraged. The search may advance as strong candidates are identified.

SaskEnergy is committed to an inclusive and accessible recruitment process and welcomes applications from candidates whose perspectives and experiences reflect the communities it serves. Accommodation is available at any stage of the process and may be requested confidentially through Leadership Source.