

YOUR NEXT CHAPTER STARTS HERE!

Niagara Peninsula Energy Inc.



JOB TITLE: Manager, Communications and Stakeholder Engagement

Niagara Peninsula Energy Inc. (NPEI) is a trusted Ontario electricity distributor serving approximately 59,000 customers across Niagara Falls, Lincoln, Pelham and West Lincoln. Rooted in community and focused on performance, NPEI is entering a period of significant growth and opportunity shaped by electrification, modernization, customer expectations and a focus on new non-regulated businesses. To help lead that next chapter, NPEI is seeking a dynamic Manager of Communications and Stakeholder Engagement.

WHY THIS ROLE MATTERS

Because this is a rare opportunity to influence the future of a respected community utility at a time of major sector transformation

Because you will join an organization that values safety, customer-centricity, accountability, collaboration and community impact

Shape Strategy. Drive Transformation. Power the Future of Energy!

ROLE SUMMARY

This position is responsible for leading the development and delivery of strategic communication, community engagement, and public affairs initiatives that support organizational goals. The position oversees corporate communications, stakeholder engagement, media relations and brand management activities. This role will lead in the development and execution of corporate communication strategies aimed at enhancing our brand with both internal and external stakeholders

WHAT YOU WILL LEAD

- Developing and implementing communication strategies, engagement plans and annual objectives that support organizational priorities. Provide communications advice to leaders and evaluates communication effectiveness to identify opportunities for improvement.
- Oversee the development, review and delivery of internal and external communications including newsletters, reports, presentations, customer notices, intranet, web content and social media. Ensure messaging is accurate, consistent and aligned with corporate objectives and brand standards.
- Plan and implement engagement initiatives that strengthen relationships with employees, customers, community partners and stakeholders. Consulting with stakeholders, gather feedback and develop communication approaches that support organizational goals.
- Supporting the organization's reputation through media relations, brand management and public awareness initiatives. Develop key messages, responds to communication issues and ensures compliance with corporate identity and style guidelines.
- Oversee customer and employee surveys, engagement metrics and communication effectiveness measures. Analyze the results, prepare reports and provide recommendations to support decision-making and continuous improvement.
- Lead communication projects, campaigns, events and strategic initiatives from planning through implementation and evaluation. Coordinate internal and external resources to ensure projects are completed on time and within budget.
- Develop and maintains effective working relationships with key customers, industry partners, community organizations, vendors and other external stakeholders. Identify opportunities for collaboration and promote participation in organizational programs and initiatives.
- Act as a trusted communications advisor to leaders by providing recommendations on messaging, stakeholder communications, change initiatives and emerging issues. Oversee communication priorities and ensures alignment with organizational objectives.
- Develop and manage departmental budgets, monitors expenditures and ensures effective use of resources. Maintains compliance with organizational policies, legislative requirements and health and safety standards.
- Manage a team of professionals, fostering a collaborative and high-performance culture.
- Develop and coordinate digital marketing and communications strategies, reporting on their effectiveness using data analytics.
- Other duties as assigned

WHAT YOU WILL BRING

- Knowledge of communications, public relations, stakeholder engagement, brand management, media relations, issues management, and corporate communication strategies.
- Knowledge of Ontario's electricity sector, utility operations, OEB regulations, and applicable employment, accessibility, and occupational health and safety legislation.
- Knowledge of digital communications, social media, communication technologies, project management, budgeting, and business planning principles.
- Advanced communication, presentation, interpersonal, content creation, and communication strategy development skills.
- Strong stakeholder engagement, relationship management, business acumen, management, and leadership abilities.
- Strong project management, planning, organizational, prioritization, and deadline-management skills.
- Strong analytical, problem-solving, risk assessment, recommendation, and decision-support skills.
- Advanced proficiency in Microsoft Office, digital communication tools, and preparing, reviewing, and presenting clear, accurate, persuasive communications, reports, and presentations.
- Ability to develop and deliver effective communication and engagement strategies for diverse audiences.
- Ability to build and maintain effective relationships with employees, customers, stakeholders, media, and community partners.
- Ability to represent the organization professionally and respond effectively to sensitive, complex, or high-profile issues.

YOUR EXPERIENCE

- 6-8 years of experience in a related role, with managerial experience
- Bachelor's degree in communications, public relations or business administration, or a related discipline.
- Certified Energy Manager (CEM), Certified Measurement & Verification Professional (CMVP), Accredited in Public Relations (APR), and or Master of Communications (MCM) considered an asset
- Valid G Drivers License (Required)

APPLY TODAY!

SALARY RANGE: \$124,691.00 - \$155,864.00

Interested and qualified applicants are encouraged to apply by submitting a cover letter and resume no later than by **4:30 p.m. on Tuesday, September 8, 2026** to people.culture@npei.ca

Please attach your resume and cover letter in **.docx or .pdf format**.

Career Center URL:

<https://www.npei.ca/about-us/careers>

Niagara Peninsula Energy Inc. is committed to creating an inclusive workplace and we encourage candidates from diverse backgrounds, experiences, and those who may need accommodation to apply to join our team. Our commitment to excellence in diversity goes beyond promoting equity. By incorporating a variety of experiences and perspectives, we create opportunities for innovative solutions and maximize the impact of our work.

We sincerely thank all applicants for their interest in this position; however, due to volume, only those selected for an interview will be contacted. Niagara Peninsula Energy Inc. is an equal opportunity employer and is AODA compliant. If you are selected to participate in the recruitment process for the position to which you have applied and require a disability-related accommodation, please notify the People & Culture Department. Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. In accordance with Canadian immigration requirements, this advertisement is directed to applicants who are authorized to work in Canada.