



Employment Opportunity

Generating bright futures

Closing Date: 2022/01/20

CUSTOMER SUPPORT REPRESENTATIVE

Winnipeg, MB

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment and customer service.

We are seeking qualified individuals for the Customer Contact Centre as Customer Support Representatives. **These are 12-month term positions with full time hours.** As the Customer Contact Centre continues to promote and support Manitoba Hydro's Strategy 2040, the Customer Support Representative will play a vital role in providing customer centric service to support evolving customer expectations through changing technology, and modernized service delivery methods. You must be passionate about providing excellent customer service and be willing to go above-and-beyond to resolve customer issues. You will be serving customers efficiently, responsively, and digitally in the areas of billing, moves, energy accounts and Loans & Financing programs, gas and electric service and emergency response.

Salary: \$1,621.56-\$2,229.61 Bi-weekly / \$42,160.61-\$57,969.86 Annually

Responsibilities:

- Respond to customer inquiries on the phone and in writing with respect to energy accounts, Loans & Financing programs, and provision of gas and electric service, including connects, disconnects and power outages.
- Recognize potential emergencies and follow procedures to ensure customer safety.
- Explain billing procedures, service charges, fees and programs to our customers.
- Correct all billing related errors, including meter readings and changes to customer information records.
- Provide customers with information about various customer-oriented programs, directing them to the appropriate source as required.
- Arrange appointments with our customers for service work as required.

Qualifications:

- High School education. Successful candidates will be required to provide proof of graduation (i.e. diploma or transcripts).
- Proficient in basic mathematics and keyboarding skills.
- Must be legally eligible to work in Canada.
- A minimum of two years of relevant customer service experience in a fast-paced Customer Service environment is required.
 - This may include clerical duties such as: answering phone calls, data entry, filing, creating records, email duties, paying and/or organizing bills within the following industries; Contact Centre, Legal, Financial, Healthcare, Tourism or retail/restaurant managerial experience.
- The selection process includes a panel interview, math assessment and a standardized computer-based test that measures how well a candidate's abilities match the requirements of the job.

NOTE: Manitoba Hydro's Customer Contact Centre has shifts ranging between 7:00 am – 6:10 pm. We are currently hiring for our 9:40 am – 6:10 pm shift. Opportunity to move shifts at a later date are subject to Manitoba Hydro Work Policies. All shifts are subject to change based on Manitoba Hydro Policy and operational requirements.

All applications must include (only completed applications will be considered):

- Cover letter
- Current resume

Applications will be reviewed as they are submitted and candidates with a complete application will be emailed a link to the standardized computer-based test.

In order to ensure the health and safety of its workplace during the COVID pandemic, all employees and contractors of Manitoba Hydro are required to comply with the Corporation's COVID-19 Vaccination policies. Should you be selected for an interview, Manitoba Hydro will provide you with further information on its policy.

Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online. **The deadline for applications is January 20, 2022.**

We thank you for your interest and will contact you if you are selected for an interview.

This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.