

Regulating Ontario's electricity and natural gas sectors

The **Consumer Protection & Industry Performance** Division of the Ontario Energy Board focuses on the Board's interface with industry. It is responsible for the management of the Board's codes and rules relating to regulated entities, liaison with industry stakeholders, the audit of regulated entities, the assessment of utility performance and the Board's licensing and reporting functions.

The **Industry Policy & Compliance** department is responsible for managing the Board's codes and rules related to regulated entities. It is also responsible for making information available, accessible and understandable to industry stakeholders in order to encourage compliance and continuous improvement of the sector and of utilities. This department also acts as a channel for the industry to communicate their issues and perspectives to the Board.

We are currently seeking an energetic individual to join our team and assist the OEB in achieving its vision to promote a viable, sustainable and efficient energy sector that serves the public interest and assists consumers to obtain reliable energy services that are cost effective.

Analyst **Job ID #549**

1 Temporary Position (3-6 months)

This position will report to the Manager of **Industry Policy & Compliance**. Supporting the **Industry Policy & Compliance** Department, you will be responsible to monitor trends within the Ontario energy sector and conduct research and jurisdictional reviews as assigned in order to assist in policy development initiatives that impact the regulatory instruments of the OEB. Further, you will be responsible for gathering and analysing materials and data for the purpose of resolving disputes between consumers and licensees/regulated entities. .

If you enjoy working with a group of professionals dedicated to working co-operatively with stakeholders to help build and sustain public confidence in Ontario's natural gas and electricity sectors, you'll enjoy being a member of this team.

Position Overview:

The following are key components to this role:

- Monitor developments, trends and issues within the energy sector.
- Assists in the development of policy initiatives.
- Participates individually or in teams to monitor developments and trends in the energy sector as assigned.
- Conducts research and jurisdictional reviews as assigned.

- Assists in the development of strategies, discussion papers and reports.
- Facilitates the resolution of disputes between consumers and licensees or regulated entities.
- Gathers and analyses information from the consumer and licensee or regulated entity.
- Identifies legal and/or regulatory obligation to which the complaint pertains.
- Determines whether licensee or regulated entity has complied with its obligations.
- Communicates with consumer and licensee or regulated entity to ensure all parties are advised of the dispute resolution.
- Provides advice and guidance to licensees and stakeholders based on documented OEB policy in response to enquiries.

Qualifications:

- Undergraduate degree in Engineering, Business or Public Administration, Commerce, Economics or related field
- 1 years' experience working with stakeholders or clients conducting research and analysis
- Effective verbal and written communication skills

Core Competencies:

- Demonstrated accountability to produce high-quality work, in a timely manner
- Proven adaptability to work effectively in a variety of situations and with various individuals or groups
- Excellent customer service skills (internal and external customers)
- Ability to collaborate with others in a team environment
- A commitment to professional development and continuous learning
- Effective communication and interpersonal skills
- Shows initiative by being proactive and achieving goals
- Strong planning and coordination skills in order to execute activities
- Good problem solving and analytical skills

Preference will be given to candidates who meet the minimum requirements above.

If you are interested in providing analysis and recommendations, and enjoy working with a group of staff dedicated to working cooperatively with stakeholders to help build and sustain public confidence in Ontario's natural gas and electricity sectors, you'll enjoy being a member of our team.

To Apply:

*If you would like to explore this exciting opportunity, please e-mail your resume, in confidence, by **Friday November 24th, 2017** to careers@oeb.ca. When applying, please quote **Job ID #549 and the Position Title** of the position you are applying for in the subject line of your e-mail.*

Please note: Qualified candidates who are not successful may be considered to fill vacancies for jobs with similar requirements and selection criteria over the next six months.

As Ontario's independent energy regulator, the Ontario Energy Board is proud to be an Equal Opportunity Employer and offers a competitive compensation and benefit package.

We are committed to providing barrier-free and accessible employment practices in compliance with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disability Act (AODA). Should you require accommodation at any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.

We appreciate the interest of all candidates. We regret that only those candidates under consideration will be contacted.