

Regulating Ontario's electricity and natural gas sectors

The **Consumer Protection & Industry Performance (CPIP)** division of the Ontario Energy Board delivers on the OEB's consumer protection mandate through its responsibilities as the OEB's interface with the industry. The CPIP Division is responsible for the management of the OEB's codes and rules, addressing consumers' complaints regarding regulated companies, liaison with industry stakeholders, the audit of regulated entities, assessment of utility performance, licensing of energy companies and the OEB's compliance and enforcement functions.

The **Consumer Policy & Compliance department** is responsible for programs to assist vulnerable consumers and ensuring that regulated utilities, energy retailers and unit sub-meter providers comply with their obligations to residential and small business consumers, monitoring developments and trends in the energy sector, related operational policy development and escalated complaint handling.

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.

Title	Analyst
Job Code	Analyst I (AN001)
Job ID	# 595
Position	1 Temporary – Fulltime Position 18 Month Contract

Reporting to the Manager of Consumer Policy & Compliance, the Analyst is an integral component in the effective and efficient complaint resolution process. They address certain complaints through an expedited review process by researching, analyzing and resolving complaints that are filed against regulated entities, and are responsible for conducting preliminary assessments to ensure compliance with regulatory requirements. They monitor and report on the performance of licensees, develop detailed queries and act as the principle point of contact for escalated consumer complaints.

Position Overview:

- Identifies and evaluates relevant issues associated with assigned complaint files and provides in-depth research and analysis on all areas including compliance with regulatory requirements, licensee response and impact on consumer / licensee
- Develops detailed queries to gather additional information pertinent to the review of the compliant file
- Assists in the development of support materials, complaint file summaries and/or briefing notes
- Monitors the operational performance of licence holders to advise on compliance with regulatory requirements;

- Provides recommendations for resolving complaints regarding licences and codes;
- Acts as the principle point of contact with consumers regarding consumer dispute resolution with regulated companies;
- Liaises with internal departments to gather information and report status relating to complaints;
- Monitors compliance statistics and trends, and compiles reports;
- Communicates with internal and external audiences, conducting compliance reviews, draft reports and recommendations.
- Participates in the development of recommendations for new or improved compliance procedures or processes;
- Provides timely and complete responses to assigned correspondence and participant enquiries.

Qualifications:

- Undergraduate degree in Business, Public Administration or a related field.
- Minimum 2 years related experience evaluating technical information, identifying, gathering and analyzing information on complaints and developing recommendations.
- 2+ years experience in complaint management including resolving complaints and/or consumer disputes, mediation and/or facilitation
- Experience with identifying, reviewing industry trends and evidence collecting would be an asset.
- Proven track record to meet tight deadlines, work under pressure and juggle multiple priorities at once.
- Excellent verbal and written communication skills that cater to all levels in the organization.
- Strong interpersonal, organizational, prioritizing, problem solving and time management skills.
- Previous experience or knowledge of the adjudicative process or a regulated industry/public utility is a definite asset.

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
- Shows initiative by being proactive and achieving goals
- Strong planning and coordination skills in order to execute activities
- Attention to detail to ensure the accuracy and completeness of reports and submissions

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 **Monday December 3, 2018** to careers@oeb.ca. When applying, please quote **Job ID # 595** 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.