

Empowering Ontario's energy future

We are the Ontario Energy Board - Ontario's independent energy regulator. We work to ensure a sustainable, reliable energy sector that helps consumers get value from their natural gas and electricity services – for today and tomorrow.

We are currently seeking an energetic and collaborative individual to join our team as Call Centre Leader. In this role, you will manage the operations of the Public Information Centre in its responsibilities to receive and track inquiries by phone, electronic forms or by correspondence, and provide consumers with information related to the regulation of the energy sector, consumer protection and complaint logging and triage.

The Call Centre Leader is also responsible for managing the information collected from consumer enquiries, which includes: development of Public Information processes, implementation and performance measurements; gathering, analysis and reporting of residential and other consumers' enquiries, via telephone or written correspondence that may be in contravention of an enforceable provision under the *Energy Consumer Protection Act* or *Ontario Energy Board Act*.

Title	Call Centre Leader
Job ID	#594
Position	1 Full-time Permanent

POSITION OVERVIEW:

- Manages a team responsible for receiving, coordinating and tracking public inquiries
- Manages the development, implementation and reporting of business plan performance measures pertaining to consumer relations
- Reviews and analyzes trends with respect to the number and type of consumer contacts and makes recommendations
- Develops monthly reports on reported consumer issues
- Develops and implements customer service standards and procedures for the Public Information Centre to support the handling of consumer calls and inquiries
- Provides advice and support to senior managers on issues raised by consumers
- Responsible for managing business processes for effective and efficient service delivery, including planning, implementation and continuous improvement; and responsible for financial, budget and resource planning for Public Information Centre
- Establishes personal networks, reviews professional publications, attends educational workshops and gathers information to benchmark best practices
- Represents the OEB on internal and/or external task forces, working groups and/or committees, as required
- Liaises with leadership of consumer contact functions in regulated entities as appropriate to stay informed with respect to best practices, information and trends relevant to the OEB

QUALIFICATIONS, EXPERIENCE & SKILLS:

- Post-Secondary Degree or Diploma in Social Studies, Business Administration, Communications or equivalent work experience in a related field
- 5+ years' experience in a consumer relations or call centre environment in progressively senior roles
- Advanced verbal and written communication skills
- Demonstrated knowledge of consumer relations and interpersonal relations techniques
- Strong change management skills to lead and support organizational change
- Advanced skills with Microsoft Office Suite
- Understanding and knowledge of the energy industry desirable
- Demonstrated ability to produce high-quality work in a timely manner
- Proven adaptability to work effectively in a variety of situations
- Excellent customer service skills (internal and external customers)
- Ability to lead teams and to collaborate with others in a team environment
- Commitment to professional development and continuous learning
- Strong interpersonal and leadership skills; with initiative in order to be proactive and achieve goals
- Strong planning, coordination and organizational skills
- Strong analytical, problem solving skills, and innovative thinking

OUR CULTURE

If you 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. We offer an environment that provides intellectually challenging work, inspires innovation, creativity and rewards collaboration.

Come and work with us!

We Offer:

- Competitive salary and benefits
- Comprehensive Health and Dental Plan
- Life and Disability insurance
- Maternity and parental leave top-up benefits
- Employee Assistant Program

To Apply:

*If you would like to explore this exciting opportunity, please e-mail your resume, in confidence, by **Friday, January 4, 2019** to careers@oeb.ca. When applying, please quote **Job ID #594** and the **Position Title** 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.