

Regulating Ontario's electricity and natural gas sectors

The **Public Affairs Division** focuses on the OEB's consumer, stakeholder and corporate communications-related initiatives as well as employee communications. It is responsible for increasing the organization's visibility, building consumer trust and increasing energy literacy.

The **Public Information Department** responds to all enquiries from members of the public regarding the Ontario energy sector, the OEB's role and mandate and the regulation of the electricity and natural gas sectors, as well as handling the intake of consumer complaints. In addition, the department is responsible for gathering and analyzing materials and data in order to resolve disputes between consumers and licensees, and determine whether the licensee has complied with its obligations.

We are currently seeking an energetic individual to join our team and assist in protecting the interests of consumers with respect to prices and the adequacy, reliability and quality of electricity service and natural gas delivery.

Bilingual (French/English) Public Information Officer

Job Code PIO001

18-month Contract Position

Reporting to the Call Centre Leader, you will be responsible for responding to enquiries, from members of the public regarding the Ontario energy sector and the OEB's regulation of the electricity and natural gas sectors and receive complaints regarding entities licensed by the OEB. You may also be required to provide daily relief to our receptionist.

The Public Information department succeeds by bringing out the best in its people. If you enjoy working with a group of professionals dedicated to putting the consumer first and enjoy 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 this team.

Position Overview:

- Responds to calls, online chats and correspondence within established timelines
- Assesses the nature of the enquiry/complaint/correspondence and uses appropriate questions to ensure understanding of the issue
- Seeks guidance or searches for additional information to respond to enquiries when appropriate
- Submits complaints to licensees for response
- Reviews licensees' responses with consumers following a resolution, to ensure the consumer understands.
- Documents all interactions with consumers and/or licensees in our database
- Identifies potential issues or recurring trends for management/supervisory review

- Provides coverage for reception duties
- Must have French language skills, both written and spoken

Qualifications:

Candidates must demonstrate a minimum of **two** years' call centre experience in a diverse environment, answering incoming calls, and have proven verbal and written communication skills. A strong track record in customer service and knowledge of telephone and customer service protocols and consumer relations skills are required.

Core Competencies:

- Ability to work in a fast paced work environment
- Proven adaptability to work effectively in a variety of situations and with various individuals or groups
- Demonstrated accountability to produce high-quality work, in a timely manner
- 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.

To Apply:

If you would like to explore this opportunity, please e-mail your resume, in confidence, by **Friday, September 27, 2019** to careers@oeb.ca. When applying, please quote **Posting #617** and the **Position Title** you are applying for in the subject line of your e-mail.

Qualified candidates who are not successful may be considered to fill vacancies for positions with substantially similar requirements and selection criteria.

The OEB is an equal opportunity employer. Accommodation is available under *the Ontario Human Rights Code*. Should you require accommodation, please advise the Human Resources department of your preferred method to be contacted in your application.

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