



EMPLOYMENT OPPORTUNITY

Closing Date: 2023/11/28

DISTRICT SUPPORT REPRESENTATIVE GRAND RAPIDS, MB

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

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.

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 experienced, District Support Representative to fill a permanent full-time position in the Grand Rapids Customer Service Centre to provide a wide range of operational administrative support related to planning, dispatching, and customer service activities.

Responsibilities:

- Use a variety of customer information, work management and computer system applications (i.e., Banner, MWM, SAP, CSI, PowerON, etc.) to effectively perform customer service and administrative support transactions within the Customer Service Centre (CSC).
- Ensure work is capacity scheduled efficiently to resources within the CSC using the Mobile Workforce Management (MWM) software to meet the daily work schedules and customer service needs.
- Liaise with the Planning group in processing the administrative component of the work order and structure move process.
- Provide an exceptional customer service experience using strong communication and interpersonal skills.
- Review, analyze and resolve issues/inquiries as it relates to energy consumption, billing and services consistent with corporate policies and procedures.
- Perform time and expense administration and handle staff inquiries related to their time, expenses, and benefits ensuring adherence to applicable collective agreements and/or corporate policies.
- Establish and maintain an effective line of communication and liaison within other related areas of the Corporation such as M&CS Support, Operation Support Services, Customer Billing, Major Accounts, Time and Expense, HR, Customer Contact Centre, Credit & Recovery Services, MHUS, TSOM, Customer Metering and Electric Codes, Materials Management, Meter Shop.
- May be required to work on a rotation basis to maintain operational requirements on non-working Mondays.
- May be required to work in a storm management situation.

"Principal Duties are intended to be an accurate reflection of the main duties essential for this position. They are not designed to be an exhaustive list of all duties, tasks and responsibilities."

Qualifications

- Grade 12 education.
- Two years related experience with a minimum of one year in Banner, PowerON, PRS and Customer Feedback Centre. Demonstrated ability to operate relevant software in referencing required data. This includes the ability to use PragmaCAD, CSI, eGIS, CBYD, IVRnet, SAP(MM, PM, CS, TM), Time and Expense Management system, RCCS, SFM, Work Order Registries, Microsoft Outlook, Word and Excel.
- Possesses demonstrated good judgement, be capable of making decisions and be able to complete assignments with minimum direction.
- Familiar with union agreements and corporate policies and procedures as they related to a CSC operating environment.

- Possesses strong interpersonal skills and be capable of communicating both orally and in writing.
- Willingness and availability to travel to other Customer Service Centre offices in rural Manitoba and/or City of Winnipeg as required.

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$23.98 - \$31.40 Hourly, \$45,942.26 - \$60,161.40 Annually.

Hybrid Work Schedule – Not Eligible

Based on the job duties, this position is NOT eligible for the Hybrid Work Schedule as per corporate policy.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online.

The deadline for applications is NOVEMBER 28, 2023.

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.

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