



EMPLOYMENT OPPORTUNITY

Closing Date: 16.07.2024

DISTRICIT SUPPORT REPRESENTATIVE DAUPHIN, 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, while actively supporting a diverse, equitable and inclusive workplace.

We are seeking an experienced District Support Representative to fill a permanent full-time position in the Dauphin 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 Engagement Centre, Credit & Recovery Services, MHUS, TSOM, Customer Metering and Electric Codes, Materials Management, and 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.

Qualifications:

- Minimum Grade 12 education and two years related experience with a minimum of one year working on a customer information database or software.
- Demonstrated ability to operate personal computers in referencing required data with minimal delay or inconvenience. This includes the ability to use retrieve customer information, locate data on maps, create and close
- service orders, schedule and dispatch work orders, enter power outages, create and respond to emails in a professional manner and relevant software packages; Word, Excel, Teams.
- Must have a thorough knowledge of the Banner system or comparable customer information database or software.
- Demonstrated commitment to safety.
- An understanding of the Mobile Workforce Management.
- Working knowledge of various tasks completed in related programs: permit inspections, damage claims, key management, error queues, work orders: creation, scheduling, and close out, and various administrative reports.
- Familiar and able to operate office equipment, including photocopiers, fax machines, scanners, etc.

- Demonstrate initiative and multi-tasking abilities with a good sense of judgment, and willingness to assume responsibility.
- Must be familiar with Union Agreements and Corporation policies as they relate to a Customer Service Centre Operating environment.
- Effectively communicates information to others, written and oral.
- 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 \$26.01-\$34.06 Hourly, \$49,837.58-\$65,626.08 Annually.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online. The deadline for applications is **JULY 16, 2024**.

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.