Manitoba Hydro
energy for life

EMPLOYMENT OPPORTUNITY

Closing Date: 2026/09/08

Indigenous Customer Engagement Specialist

Winnipeg, MB

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers! We are 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 champions safety, supports innovation, and delivers on our commitment to customer service - while actively fostering a diverse, equitable, and inclusive workplace reflective of the communities we serve.

Great Benefits

- Competitive salary and comprehensive benefits package.
- Defined-benefit pension plan for long-term financial security.
- Nine-day work cycle, typically resulting in every other Monday off to support a balanced approach to work, family life and community.

Position Overview:

We are seeking individuals who are motivated to provide exceptional service and build trust with every interaction. You must be personable, empathetic and enjoy working in a dynamic, fast paced work environment. You must have a passion for curiosity and thrive in a workplace that is built on teamwork, diversity and integrity.

In this role, you will serve as a trusted point of contact, responding to inquiries, offering guidance, and resolving concerns through voice, and other communication channels, all with a focus on clarity, empathy, and service excellence. Key tasks and responsibilities include interacting with customers in an accurate, timely, and friendly manner, actively listening for issues and providing customized solutions, and offering support to provide a positive customer experience. You will strive to achieve all designated service levels and contribute to the success of service levels, enterprise goals, and ultimately – customer satisfaction.

Manitoba Hydro is committed to reconciliation with Indigenous peoples in Manitoba, and we strive to have a workplace that is representative of the communities where we live and work. Indigenous candidates are strongly encouraged to apply and self-declare.

Responsibilities:

- Provide exceptional customer service in accordance with matters of billing and collections activities, providing detailed account information on:
  - Individual transactions, charges, credits, and balances on a variety of billing types.
  - Historical patterns and changes.
  - Meter reading types and procedures.
- Educate customers on our products and services, such as:
  - Equal Payment Plan, Pre-Authorized Payment Plan, and online Customer Service Portal.
  - Energy accounts and Loans & Financing programs.
- Support various billing transactions, including:
  - Late payment charges, service charges, dispute tests, flat rates, rentals, and contracts.
- Respond to gas service, emergency, and electric power outage calls by following company procedures to ensure customer safety and prevent property damage.
- Work fluidly across queues and channels as directed, or as required by volumes, completing other duties as assigned and designated.
- May be required to work during outages or emergency scenarios occurring outside the normal hours of the Engagement Centre.

Qualifications:

- Grade 12 education or equivalent, proficiency in basic mathematics and keyboarding skills.

- Minimum of two years of relevant customer service experience, with preference given to contact center experience. Experience in technical support or credit and collections would be an asset.
- Experience in a fast-paced Customer Service environment which may include clerical duties such as: answering phone calls, data entry, filing, creating records, email duties, paying and/or organizing bills within the following industries: Contact Centre, Legal, Financial, Healthcare, Tourism, or retail/restaurant managerial experience.
- Proven ability to operate a computer and use the basic features of Word and Excel.
- Proficiency in both written and oral French and English language is considered an asset.
- Experience leveraging AI to enhance customer experience is considered an asset.

Notes/Comments:

- Manitoba Hydro's Customer Engagement Centre has shifts ranging between 7:00 am – 6:10 pm, Monday through Saturday. All shifts are subject to change based on Manitoba Hydro Policy and operational requirements.
- The selection process includes a questionnaire, a standardized computer-based test that measures how well a candidate's abilities match the requirements of the job and a panel interview. Applications will not be considered if the questionnaire is not complete.

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is $26.80-$35.09 Hourly, $51,352.34-$67,245.88 Annually. Employees proficient in French who are working on the ‘French queue' will be eligible for a 5% premium for hours worked on that line.

Apply Now!

Ready to join a team that energizes Manitoba and puts safety, innovation, and inclusion at the heart of everything we do? Visit www.hydro.mb.ca/careers to learn more about this position and to apply online.

Application deadline: SEPTEMBER 8, 2026.

We appreciate your interest in Manitoba Hydro and thank all applicants. Only those selected for the next stage of the selection process will be contacted.

If you require accommodations during the recruitment process or need this posting in an accessible format, please let us know - we're committed to a barrier-free experience for all candidates.