Manitoba Hydro
energy for life

EMPLOYMENT OPPORTUNITY

Closing Date: 2026/11/10

Operations Support Representative

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.
- Enjoy a work schedule that typically provides every second Monday off (subject to location and operational requirements), supporting a balanced approach to work, family life and community.

Position Overview:

We are seeking an experienced Operations Support Representative to fill a temporary full-time position in Winnipeg to provide a wide range of operational administrative support related to planning, dispatching, and customer service activities. This is a term position with an approximate duration of 12-18 months.

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.
- Be able to multitask and work independently.
- 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 Operations Business Solutions and Services, Operation Support Services, Customer Billing, Major Accounts, Time and Expense, HR, Customer Engagement Centre, MHUS, TSOM, Electrical Inspections, Materials Management, Meter Shop.
- 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 in Banner, PowerON, SAP, and Time and Expense Management.
- 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, Excel, Teams, PRS and the Customer Feedback Centre.
- Must have proficient keyboarding skills.
- 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.
- Demonstrate initiative & multi-tasking abilities with a good sense of judgment, and willingness to assume responsibility.
- Familiar with Union Agreements and Corporate policies and procedures as they related to a CSC operating environment.

- Familiar and able to operate office equipment, including photocopiers, fax machines, scanners etc.
- Possess strong interpersonal skills and be capable of communicating both orally and in writing.
- Demonstrated commitment to safety.
- 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 $29.99-$41.09 Hourly, $57,470.66-$78,744.64 Annually.

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: NOVEMBER 10, 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.