



ENERGY MADE EASY

Employer: Just Energy
Position: Business Support Specialist, Business Services Team
Department: Operations
Reports to: Manager, Operations

Business Profile:

Just Energy is one of North America's leading electricity and natural gas retailers with offices in Canada and the U.S. Through its affiliates under its parent, Just Energy Income Fund, a publicly traded Income Trust (TSX: JE.UN), Just Energy provides over 1.6 million residential, small to mid-sized commercial and small industrial customers with the peace of mind that comes from knowing that they are protected from energy price volatility. In addition, through its subsidiary National Home Services, Just Energy sells and rents high efficiency and tankless water heaters, and through its subsidiary Terra Grain Fuels, produces and sells wheat-based ethanol. Just Energy is poised to become an industry leader in providing environmentally responsible energy supply solutions to consumers across North America.

Just Energy continues to focus on growth, professional development and fostering an entrepreneurial spirit that has made the company what it is today. We are looking for individuals interested in joining a fast-paced, dynamic, and growing company that is also a leader in the North American retail energy market. We offer competitive compensation with incentive bonuses, group benefits, a dynamic working environment and opportunity for growth that is unparalleled.

Position Profile:

Business Support Specialists work as part of the Business Services team, which is a service organization within the Operations department. The Business Services team is responsible for automating and supporting the execution of business-critical processes ranging from sales commission calculation to inventory management, with a significant focus on customer relationship management. These processes are typically automated through internally developed software systems.

The Business Services team is made up of Business Support Specialists and Analysts. Staff in both of these roles interact daily with software users, and collaborate with Developers and Testers to deliver flexible, robust systems that meet user requirements.

The responsibilities of the successful candidate may include:

Support for ongoing system operations:

- Monitoring for successful completion of regular software system processes
- Monitoring and responding to inquiries and requests from system users
- Performing data validation, editing, import and export to facilitate daily operations
- Preparing reports to satisfy ad-hoc requests from management
- Documenting existing business and system processes

Support for software changes:

- Communicating system changes to relevant stakeholders
- Performing design reviews of new functionality with Developers and system users
- Facilitating user acceptance testing for system changes
- Training system users on new processes and process changes
- Assisting Testers with the verification of software changes as needed

Support for business development:

- Providing subject matter expertise in the areas of market rules, business process and system design
- Creating tools (using MS SQL reporting services, MS Excel, or MS Access) to assist with reporting and daily responsibilities (including the responsibilities of system users)
- Executing manual tasks to facilitate the operation of pilot projects

Business Support Specialists have the opportunity to gain exposure to deregulated energy markets, Just Energy's business processes, and the software development lifecycle. By building expertise in these areas, Business Support Specialists can gain experience that will allow them to take on broader problem solving and leadership roles at Just Energy. Strong analytical skills, initiative, and teamwork are rewarded with increased responsibility, opportunities for advancement, and additional financial compensation.

Candidate Profile:

The successful candidate MUST be:

- Self motivated and goal oriented
- Proven, logical problem solving ability
- Resourceful with the desire to initiate change

The successful candidate MUST be able to:

- Communicate clearly and concisely in English (written and oral)
- Manage multiple tasks and/or projects on an ongoing basis
- Set priorities in the context of operational impact and corporate goals

The following qualifications are not mandatory, but will be considered assets:

- Familiarity with standard software development lifecycle practices
- Previous experience working with business/customer information systems
- Previous experience working with SQL, MS Access, or MS .NET
- Previous experience designing and implementing business processes
- Previous experience designing/implementing/testing software systems
- Previous experience in energy retail, deregulated telecom, or other industries involving multi-party back office management of customer accounts

Application Process:

If you are interested in an opportunity with Just Energy, we hope to hear from you soon. Note that additional details about the company can be found at the following websites: www.je-un.ca and www.justenergy.com

Please send resume via email to: careers@justenergy.com and ensure you place the name of the position in the subject of the email.