



**Position:** 16 Bilingual and Unilingual Call Centre Representatives  
(English/Spanish)  
**Start Date:** March 8, 2010  
**Department:** Contact Centre  
**Report to:** Team Manager, Contact Centre

**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.

Currently, we have openings in our Mississauga office for **Bilingual & Unilingual Call Centre Representatives (English/Spanish)**. In this role, representatives provide our new and existing customers with exceptional customer service as well as provide our customers with information on how they might further benefit from our products and services.

**What we offer:**

- Full time, permanent position (40hrs) with paid breaks and lunches
- Starting hourly rate is \$15.50, with regular performance based merit increase reviews
- Two weeks paid vacation to start, with increased paid vacation benefits after one year
- Fully transit accessible on major transit routes for commuters, and free parking for drivers
- Eligibility to participate in our Performance based incentive program, annual bonus etc.
- A comprehensive, fully paid benefits program including, health, dental and vision
- Eligibility to participate in our Long Term Incentive Program
- Creative and fun incentive programs that create energy and enthusiasm.
- A fast paced, dynamic, and energetic working environment with tremendous opportunity for growth
- We're a Silver Award Winner in the Contact Centre Employer of Choice Certification.

**The successful candidate must meet the following requirements:**

- Minimum 2 years of customer service experience within a Call Centre environment
- Experience with handling “Billing” within a customer service environment, preferred
- High School Diploma
- Basic knowledge of MS Office (Excel, Word, PowerPoint and Outlook)
- Excellent verbal and written communication skills in both English and Spanish a must.
- Good interpersonal skills
- Good analytical, problem solving and decision making skills
- Strong time management and organizational skills
- Ability to multi task and prioritize
- Demonstrated ability to meet performance targets, and contribute in a fast-paced, measured, and ever changing work environment.
- Must be flexible to work different schedules, weekends and holidays based on business needs

**If this opportunity excites you and you are interested in working for The Just Energy Corporation, then we want to hear from you.**

**Application Process:**

Please send your resume via email to [careerscs@justenergy.com](mailto:careerscs@justenergy.com) and ensure you place the name of the position in the subject of the email. Also please specify where you heard about this position.

Note that additional details about the company can be found at the following websites:  
[www.justenergy.ca](http://www.justenergy.ca).