

Position: Corporate & Consumer Relations Specialist

Location: Mississauga, Ontario

Reports To: Manager, Corporate & Consumer Relations



Your opportunity:

Corporate & Consumer Relations (CCR) monitors to a high standard for sales, while ensuring Independent Contractors comply with regulations. The department provides timely and objective resolutions to both customers and regulators on a consistent basis. By doing this CCR is able to maintain good working relationships with industry partners, regulators and the government. Through independent contractor feedback, the department is able to identify areas that require performance improvement and manage independent contractors to the outlined codes of conduct.

Why you should join Just Energy:

We are a North American market leader in retail energy, green energy, and home services, with a market capitalization of nearly \$2 Billion, and millions of happy customers. Our work environment is described by three simple words: ENERGY, OPPORTUNITY, and GROWTH. We provide an energetic and engaging work environment that is focused on professional and business growth, and where our colleagues have opportunities to excel and be rewarded with further growth opportunities, competitive compensation, performance bonuses, share ownership, and group benefits. If you are energetic, bright, driven, and you want to be part of something really great, then join us. You can realize your potential here at Just Energy.

Your primary accountabilities:

- Provide optimum levels of Service, dispute resolution, and product/service knowledge to consumers
- Investigate and validate contractor complaints, determine Contractor consequence & communicate resolution(s) to consumers using a variety of systems and resources
- Communicate with relevant parties to determine equitable resolutions i.e. public utilities, regulatory bodies and internal stakeholders
- Provide regular updates to Contractors and Regional/National Distributors regarding allegations brought forward regarding sales
- Ensure both internal and external service levels are met and/or exceeded
- Escalate issues that require intervention and / or present the potential for damage to the Energy Savings Group brand or corporate image
- Ensure pending issues receive proper follow-up and that they are completed within the defined time frames
- Conduct weekly/monthly market and sales office based trending analysis

Your qualifications:

- Minimum of 2 years experience in a customer service/call centre environment
- Minimum of 1 year experience investigating escalated concerns
- High school diploma; post-secondary education preferred
- Superior Customer Service, problem solving and judgment skills
- Excellent verbal and written communication skills: Preference given to Bilingual (Spanish)
- Flexible and adaptable to a rapidly changing, fast-paced business environment
- Effective organizational and time management skills
- Flexible to work any shift
- Familiarity with Microsoft Office (particularly Word and Excel)

How you should apply:

Please send us your resume by email to careers@justenergy.com with the name of the position in the subject line

Please visit us at justenergy.com and je-un.ca