

**Position:** Director, Contact Centre Learning & Development

**Location:** Mississauga, Ontario

**Reports To:** Senior Vice President, Customer Service



#### Your opportunity:

The Director, Call Centre Learning & Development is a strategic leader that enables the Learning team to deliver learning and communications initiatives that enable our large call centre workforce to perform at their best. Through the implementation of multi-faceted change management and learning strategies and methodologies, the leader will drive a broad mandate of programs and initiatives that ensure our workforce has the short term and long term capabilities of a performance driven sales culture, and to deliver exceptional customer service experiences for our millions of customers.

#### 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 highly collaborative 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:

- Directs the training function, ensuring efficient and timely roll out of new Customer Service programs for the Customer Service Division
- Directs the instructional design of related programs, ensuring programs are performance-based and evaluated to meet corporate and divisional objectives
- Directs all customer service specific employee training programs ensuring the Customer Service employees are properly equipped to perform their jobs effectively
- Directs the communications function for the Customer Service department and works collaboratively with other departments to ensure continuity of communication to customer service representatives regarding new initiatives, media alerts, pricing, company policies and to develop specialized resource materials and the corresponding communications channels
- Directs the performance improvement function within the Call Centre, ensuring standards are in place to measure performance and creates and maintains a performance-based coaching program to enable and support call centre management in their coaching abilities
- Collaborates with Human Resources and managers on initiatives for Customer Service, including performance management and staffing, and employee development

#### Your qualifications:

- Minimum of 5 years of similar experience in overseeing the design, development, and implementation of learning initiatives in a Call Centre environment, with at least 3 years in a management capacity
- College diploma or university degree in a related field, with a Certificate in Adult Learning Education
- Excellent written and verbal communication skills, and ability to communicate complex ideas to a variety of audiences
- Extensive knowledge of business issues and processes and demonstrated ability to convey complex matters in a methodological approach to embed capability and increase performance
- Experience in the implementation and optimization of Learning Management System based delivery channels
- Effective at managing multiple projects/tasks of varying complexities, meeting deadlines and working well under pressure
- Solid proficiency in MS Office applications such as Word, Excel, Powerpoint, Outlook, and content design applications such as Adobe InDesign

#### How you should apply:

Please send us your resume by email to [careers@justenergy.com](mailto:careers@justenergy.com) with the name of the position in the subject line

Please visit us at [justenergy.com](http://justenergy.com) and [je-un.ca](http://je-un.ca)