



Employer: Just Energy
Position: Learning Specialist
Department: Learning & Development
Reports to: Manager, Learning

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.

Key Accountabilities:

To analyze, design, develop, implement, instruct and evaluate a broad range of specialized performance-based training programs. Assists internal customers with defining performance problems and recommends appropriate training interventions and measuring the effectiveness of training and development solutions.

Job Responsibilities:

- Analyzes training needs. Through a needs assessment process, consults with internal customer to identify performance problems and training opportunities. Creates, utilizes and evaluates data collection tools such as interviews, questionnaires, focus groups and document reviews to identify training needs and performance gaps. Analyzes data collected and makes recommendations that address training-related problems and opportunities.
- Design training solutions. Applies sound instructional design principles to formulate a plan for appropriate training interventions. Develops learning objectives that drive course design, ensuring content and outcomes are targeted to the specific course/learner needs, e.g., classroom, computer-based training, e-learning, on-the-job training, blended training. Creates detailed course design documents, articulating instructional strategies, conceptual and performance-related content, media, activities and assessments. Develops training project plans including timelines, milestones, and accountabilities.

- Develops training. Creates cost-effective learning and development tools and programs. Consults with Subject Matter Experts to ensure content accuracy. Customizes solutions to satisfy customer requirements and corporate needs. Develops Instructor Guides and tests for all courses in accordance with departmental standards. Develops, writes and edits course materials. Implements quality control processes. Develops training schedules to ensure corporate, departmental and customer needs are met in a timely manner.
- Implements and maintains training solutions. Assists in the implementation of training initiatives according to the project plan. Develops and implements contingency plans. Advises stakeholders of project status. Maintains and updates learning and development tools and programs in accordance with regulatory and corporate compliance.
- Instructs and facilitates training programs for all levels of employees to ensure quality delivery of corporate training programs. Designs and conducts train-the-trainer sessions as required.
- Evaluates training results. Creates and uses training evaluation tools linked to desired performance and business results. Analyzes evaluation data and implements findings to improve training programs.

Required Education:

- Adult education diploma/certificate required
- University or College degree from a post secondary institution required
- 2 years experience in instructional design methodologies and delivery of formal classroom training
- Energy market knowledge preferred.

Required Skills and Knowledge:

- Desktop publishing and instructional design/course development tools preferred
- 1 to 2 years equivalent work experience in a call center preferred
- Excellent working knowledge of MS Word and Excel

Personal Attributes:

- Superior oral and written communication skills
- Strong organization and time management skills
- Superior presentation, negotiation and human/customer relations skills
- Ability to multi-task
- Ability to work independently and as part of a team

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.