



**Job Title:** Manager, Call Center  
**Department:** Call Center  
**Reports To:** Director, Customer Call Center  
**Organization:** Customer Service

### **Business Profile:**

Just Energy is one of North America's leading electricity and natural gas retailers with offices in the U.S. and Canada. 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.

### **General Summary:**

Provides leadership in managing the day-to-day operations for the call center of inbound, outbound and escalation queues. Drives customer service performance and sales support to meet or exceed goals. Responsible for the ongoing development and empowerment of team managers and employees to achieve sales and quality results.

### **Key Accountabilities:**

Selects, trains, develops, motivates and leads Team Managers to ensure expected performance results are met and/or exceeded.

Monitors all call center functions, including productivity levels, system operations and quality levels, to ensure maximum efficiency and service.

Motivates employee to improve performance through recognition programs and incentives.

Partners with key departments to deliver optimal support from key functional areas.

**Required Skills and Knowledge:**

Minimum 3 years in call center industry preferably in a CS or Sales environment.

Bachelors degree in a business related field or equivalent education and experience.

2 years previous management experience.

Proven ability to work under pressure in a fast-paced, changing, high growth environment and make decisions independantly.

Proficient in MicroSoft Word, Excel, PowerPoint and Outlook

Knowledge of call center workforce management tools, Aspect preferred.

**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.justenergy.com](http://www.justenergy.com) and [www.je-un.ca](http://www.je-un.ca)

Please send resume via email to [hirus@justenergy.com](mailto:hirus@justenergy.com) and enusre you place the name of the position in the subject of the email.