



Job Title: Learning Specialist
Department: Learning & Development
Reports To: Manager, Training
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:

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.

Key Accountabilities:

Analyzes training needs. Through a needs assessment process, consults with internal customers to identify performance problems and training opportunities.

Designs training solutions. Applies sound instructional design principles to formulate a plan for appropriate training interventions.

Develops training. Creates cost-effective learning and development tools and programs. Implements and maintains training solutions.

Instructs and facilitates training programs for all levels of employees to ensure quality delivery of corporate training programs.

Evaluates training results.

New hire training for new CSR's.

Required Skills and Knowledge:

1 to 2 years equivalent work experience in a call center preferred

Desktop publishing and instructional design/course development tools preferred.

University or College degree from a post secondary institution required.

Proficient in Microsoft Word, Excel, Powerpoint, Outlook and Project

Superior oral & written communication skills.

Strong organizational skills and time management skills.

Superior presentation, negotiations and human customer relation skills.

Ability to multi-task.

Ability to work independently and as a 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.justenergy.com and www.je-un.ca

Please send resume via email to hirus@justenergy.com and ensure you place the name of the position in the subject of the email.