



Job Title: Quality Control Specialist
Department: Sales

Business Profile:

Just Energy is one of North America's leading electricity and natural gas retailers with offices in the U.S. and Canada. We operate in Alberta, British Columbia, Ontario, Manitoba and Quebec in Canada, and Illinois, Indiana, New York, Ohio, Massachusetts, Michigan and Texas in the United States and our parent company, 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.

Currently, we have an opening in Chicago, Illinois for the following position:

We are:

- operating in one of the fastest growing and most exciting new industries in the world;
- offering the one product that everyone needs and consumes - energy;
- growing at an incredible speed, as one of North America's leading major income funds;
- managed by a knowledgeable, respected and accessible team of energy industry leaders; and
- seeking enthusiastic, flexible and motivated people to grow with us!

What can you do for us?

With your hands-on management style, masterful communication and problem-solving skills, and knowledge of applicable regulations, you will oversee a sales force operating out of several field offices in Chicago and the surrounding suburbs. You will closely interact with head office personnel to monitor sales activity and ensure compliance with regulations, laws, and municipal codes. No request will be too big or too small and will be handled with a sense of urgency. You will regularly confer with our Regulatory and Sales departments to ensure continuing compliance in all areas, conduct periodic audits, and monitor field activities.

Some of your challenging responsibilities will include the following:

- Monitoring Regional Distributors and Sales Contractors to ensure compliance with applicable laws, rules, codes and internal policies.
- Conducting field shadowing and field audits of sales contractors
- Conducting and monitoring initial and on-going training of sales contractors
- Assisting in analyses of complaint trends, identifying potential issues and recommending solutions to ensure continuing compliance
- Monitoring field offices for compliance with applicable rules, laws, codes and internal policies
- Driving any necessary changes to sales processes and related collateral resulting from changes to laws, regulations, municipal codes, and internal policies affecting sales practices
- Continuously monitoring of sales activities to ensure that acceptable levels of compliance are met or exceeded

What are we looking for?

We require a personable and energetic individual who is comfortable and confident interacting on the phone, presenting sales training to their regional sales offices, operating under pressure and working with complicated problems. Individuals must be prepared to put their superior creative, analytical, and people skills to use for us in order to help drive a positive sales experience for our customers. Multi-tasking is a necessity, as prioritization must be a strong point, and meeting tight deadlines should come naturally for you. Successful applicants will also welcome the opportunity to travel frequently within Illinois and to head office in Toronto, Canada.

Requirements:

- Individuals with a strong university degree (in Business/Commerce, Engineering, or Economics) or college diploma plus equivalent experience are preferred, together with a business and/or sales and marketing focus
- Three to six years of management and oversight experience in a direct sales environment is an asset, as is prior experience in the natural gas or electricity sectors
- Community and/or government relations also an asset

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 website: www.justenergy.com.

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