



**Job Title:** Quality Assurance Analyst  
**Department:** Learning & Development  
**Reports To:** Manager, Quality Assurance  
**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:**

Assists in the monitoring and development of the CSR and supporting teams in the Call Center. Evaluates the quality of inbound and outbound calls in order to ensure consistent quality of service within the Call Center.

### **Key Accountabilities:**

Utilizes all available resources, such as Verint and various databases to meet monitoring target of 28 evaluations daily / 140 weekly / 560 monthly. Attend training classes regularly to upgrade knowledge on new services/programs.

Researches, audits and investigates calls, providing results within 24 hours. Investigations are completed on behalf of marketing, compliance and legal.

Conducts meet and greet with new hires, explaining the quality platform and methodology. As peer coach, supports new hires during ICU by floor walking, answering questions and coaching to quality standards.

Provides training gaps and trending analysis.

Organizes and participates in bi-weekly quality calibration sessions.

**Required Skills and Knowledge:**

2 years call center experience or 1 year of Quality Assurance in a call center environment.

High school diploma or general education degree (GED).

Ability to read and interpret documents such as memos, letters, emails market information, safety rules, operating and maintenance instructions, and procedure manuals.

Ability to solve practical problems.

Must have excellent written and oral communication and skills.

Exceptional organizational and time-management with the ability to multi-task.

Strong diagnostic, analytical and issue resolution skills.

Ability to work both independently and as part of a team.

Ability to work well under pressure.

Ability to deal effectively and professionally in a rapidly changing business environment.

**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 ensure you place the name of the position in the subject of the email.