



**Job Title:** Team Manager, Quality Assurance  
**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:**

Provides leadership support to the Quality Assurance team and aligns quality process with business goals to achieve and maintain quality target of 90%. This position is also responsible for timely delivery of reports to the Manager highlighting trends, strengths and opportunities for training and development of employees. As well, this position assists and provides input to the Management team regarding department strategy, efficiency, staff performance, policies and procedures.

### **Key Accountabilities:**

Selects, trains, develops, motivates and leads the quality assurance team to ensure goals and targets are met.

Responsible for the assessment and evaluation of inbound and outbound calls and ensuring that contacts are monitored for quality, accuracy and compliance purposes.

Provides weekly and monthly quality reports. Identifies training gaps and provides feedback to improve processes and procedures. Integrates data into performance evaluation,

coaching/development requirements and communications plan. Seek new ways to enhance / improve processes.

Builds a two-way communications climate to cultivate trust.

Establishes clear and measurable objectives

Recognizes and rewards accomplishments

Celebrates both individual and team successes

**Required Skills and Knowledge:**

2 years supervisory / performance coaching experience in an outbound / inbound call center environment

Post secondary degree or diploma

Quality Assurance recording/monitoring software, Verint preferred

Call Center telephony knowledge, Avaya preferred

Moderate knowledge of call center workforce management tools.

Proficient in MicroSoft Word, Excel, Power Point and Outlook

Strong analytical and problem solving skills

**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.