



**Horizon Utilities Corporation** is one of the largest municipally-owned electricity distribution companies in Ontario, providing electricity and related utility services to 234,000 residential and commercial customers in Hamilton and St. Catharines. As a sector leader in operations, conservation initiatives and sustainable development, we are the Ontario Energy Association's "Company of the Year".

We are seeking bright minds to help bring innovative energy solutions to our customers and communities. Smart meters, smart grids, renewable energy technologies, energy plans for sustainable communities, and energy conservation programs for customers-these are part of our future. Make them part of yours.

## The Opportunity:

### MANAGER, CUSTOMER SERVICES

(Hamilton, Ontario)

#### Main Responsibilities:

- Management of the Customer Service activities in a union environment
- Manage collection activity including, bankruptcies, court protections, outstanding accounts receivables
- Resolve and respond to escalated customer complaints that require intervention beyond level of Customer Service Supervisor
- Liaison with Ontario Energy Board staff and Better Business Bureau to resolve customer complaints
- Review current Regulatory changes and plan and coordinate educational/training programs to ensure that Customer Service personnel are informed of relevant legislation and code amendments
- Prepare and manage annual business plan. Monitor budgets, costs, identify and execute process improvement opportunities
- Design, plan and implement productivity enhancements with a focus on increased productivity, cost reduction and improved customer service
- Coach and support Customer Service's Team; foster a high performance work force
- Ensure compliance and revise departmental policies and procedures when needed and communicate changes to employees while adhering to current corporate policies.
- Support Corporate Health & Safety matrix
- Perform other duties as assigned

#### Qualifications:

- Post-secondary education in a Business program or equivalent
- Seven years of Customer Service experience, with at least three years in a leadership role
- Must possess strong supervisory leadership, team building and problem solving skills with the flexibility to work in a changing multi-utility environment
- Excellent knowledge of billing theory and rate structures for utility services
- Understanding of meter reading systems, metering applications
- Knowledge of Customer Information Systems
- Proven ability to communicate effectively and concisely, verbal and written communication skills
- Strong business writing skills, letters, memos, reports, e-mail
- Ability to plan, analyze and implement changes to drive cost containment
- In depth knowledge of utility regulation and governmental requirements
- Knowledge of collections laws including Insolvency and Bankruptcy principles & practices
- Understanding of telephone systems and IVR technology
- Excellent presentation and communication skills in a variety of formal presentation settings: one-on-one, small and large groups, with peers
- Possess a strong knowledge of Health and Safety and Human Resource principles and practices to manage a large team of employees

*We offer an excellent working environment, competitive compensation and benefits packages, pension plan and opportunities for professional development. Find us on the web at: [www.horizonutilities.com](http://www.horizonutilities.com)*

*If you are interested in joining our team of highly skilled and knowledgeable staff, please submit your resume to [careers@horizonutilities.com](mailto:careers@horizonutilities.com) for consideration. When applying for position please quote Manager Customer Services 2010 in subject line. Horizon Utilities Corporation is an equal opportunity employer. We thank all those who apply for the position, however, only those selected for an interview will be contacted.*