



NORTH BAY HYDRO DISTRIBUTION LIMITED

REQUIRES A

CUSTOMER CARE AND COMMUNICATIONS MANAGER

North Bay Hydro Distribution Limited strives to provide high levels of customer satisfaction and reliable electrical service within the community of North Bay. We value employees and are looking for the right person to come and join our exciting and dedicated team.

If you are a highly motivated, results-oriented individual who is well-spoken, collaborative, and has the drive to support customers, then North Bay Hydro is the place to be. Reporting to the Senior Manager - Customer and Information Services, this position is responsible for a variety of communications and customer service functions.

Responsibilities:

- Leading the customer services team to deliver outstanding service, which includes managing staff, developing performance metrics, and interacting with customers
- Identifying and implementing process improvements
- Developing and implementing communications strategies
- Leading and delivering communications initiatives
- Collaborating with various departments on customer-facing communications
- Representing North Bay Hydro at various community and industry events

You are the ideal candidate if you have:

- College Diploma or University degree in related discipline, 5+ years of relevant experience
- Outstanding leadership, organization, and communication skills with the ability to work collaboratively with others, develop successful relationships, and resolve issues
- Attention to detail and ability to handle confidential information appropriately
- An engaging personality and are articulate
- Proficient skills with various creativity tools and software
- Excellent writing and presentation skills
- The ability to concisely interpret requirements and build cohesive solutions
- High emotional intelligence
- Demonstrated ability to work under pressure, multitask and meet deadlines
- Professional manner, desire to learn and ability to take responsibility and initiative
- Excellent analytical skills and the ability to identify and implement process improvements

In addition to a competitive salary, we also offer a comprehensive benefit package. Interested applicants should submit their resume detailing related education, qualifications, and experience to:

HR@northbayhydro.com

Attention: Marie Coulombe, Manager HR & Administration

Applications will be considered until Friday, July 26, 2024.

North Bay Hydro Distribution Limited is an equal opportunity employer. Accommodation is available for all parts of the recruitment process under the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Applicants need to make their needs known in advance. Personal information submitted will be solely used to determine eligibility for employment in this position.

We thank all applicants for their interest, however only those who will be requested to attend an interview will be contacted.