



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

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Customer Support Representative

Job ID	21-2A-52-DF-25-7C	
Web Address	https://careers.indigenous.link/viewjob?jobname=21-2A-52-DF-25-7C	
Company	Manitoba Hydro	
Location	Winnipeg, Manitoba	
Date Posted	From: 2018-10-19	To: 2018-10-25
Job	Type: Full-time	Category: Office
Languages	English	

Description

We are seeking two qualified individuals for the Customer Contact Centre as Customer Support Representatives. These are term positions with full time hours. You will provide exceptional customer service to our customers in the areas of billing, moves, Power Smart*, gas and electric service and emergency response. Preference will be given to qualified bilingual applicants.

Responsibilities:

- Respond to customer inquiries on the phone and in writing with respect to energy accounts, Power Smart programs, provision of gas and electric service, including connects, disconnects and power outages.
- Recognize potential emergencies and follow procedures to ensure customer safety.
- Explain billing procedures, service charges, fees and programs to our customers.
- Correct all billing related errors, including meter readings and changes to customer information records.
- Provide customers with information about various customer-oriented programs, directing them to the appropriate source as required.
- Arrange appointments with our customers for service work as required.

Qualifications:

- Grade 12 education and a minimum of two years relevant customer service with preference given to inbound contact center experience.
- The selection process includes a panel interview, French test (for bilingual applicants), math test and standardized computer based tests that measure how well a candidate's abilities match the requirements of the job.

All applications must include (only completed applications will be considered):

- Current resume and cover letter
- High school and any post-secondary school transcripts or training certificates

NOTE:

Successful candidates may be required to work shift work and one in eight Saturdays.

How to Apply

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online. The deadline for applications is October 25, 2018. We thank you for your interest and will contact you if you are selected for an interview.

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Available in accessible formats upon request.