



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.

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/28

Customer Experience Analyst

Job ID	97966-en_US-7083
Web Address	https://careers.indigenous.link/viewjob?jobname=97966-en_US-7083
Company	TC Energy
Location	Calgary, AB
Date Posted	From: 2022-01-25 To: 2050-01-01
Job	Type: Full-time Category: Resource Sector

Description

Customer Experience AnalystReference Code: 97966 Location: Canada (CA) - Calgary, AB

Job Category: Communications/Marketing; Project Management

Employment Type: Employee Full-time

Relocation Eligibility: This position is not eligible for our relocation program

Application Deadline: 02/14/2022 We all need energy. It warms our homes, cooks our food, gives us light, and gets us where we need to go. It also improves our quality of life in countless other ways. At TC Energy, our job is to deliver that energy to millions of people who depend on it across North America. And we take our job very seriously.

Guided by our values of safety, integrity, responsibility and collaboration, we develop and operate our facilities safely, reliably and with care for our impact on the environment. With our presence across the continent, our people play an active role in building strong communities.

We're proud of how our hard work and commitment sets us apart and benefits society, every day. We're looking for new team members who share our values and are ready to take on exciting challenges.

To remain competitive, support our high-performance culture and allow for more flexibility in the way we work, we offer a hybrid work model and flexible dress code for our eligible office-based workforce in Canada, the U.S. and Mexico.

The opportunity Our Canada Gas Commercial team is evolving. We are excited to stand up a new team led by the Customer Experience Manager who will be responsible for developing and executing on our Customer Experience Strategy by listening carefully to our customer's feedback, focusing on delivering what matters most to our customers, and taking action by building on improvements and reducing friction along our customers journey. Customer Experience is the relationship that a customer has with a business, it refers to the total experience the customer has with a business based on all interactions and thoughts about the business. At TC Energy we strive to be proactive in our approach to customer experience, invest a lot of time and are intentional in our efforts to work collaboratively with our customers and improve on our customer experience. We recognize that by focusing on our customers and creating a customer centric culture we will create a more positive experience and achieve our goal in Canada Gas to make it easier for our customers to do business with us. We are seeking the right individual to join our team. We are looking for an enthusiastic and dedicated Customer Experience Analyst to enhance our customer experiences. You will be responsible for creating exceptional customer experiences and ensuring that each touchpoint of our customers' journey is engaging, efficient and effective. Your role is extremely important in our success of driving customer satisfaction and loyalty.

What you'll do

- Development of a Customer Experience Strategy and implementation plan that is aligned to the business goals and outcomes
 - Oversight of a Customer led Operational Action team, whose purpose is to understand customer feedback and analyze customer data to develop innovative "frictionless" solutions for our customers
 - Mapping customer journeys to identify the gaps in customer experience across all touchpoints, transactions and engagements, identifying customer needs and taking proactive steps to create a holistic Customer Experience
 - Working closely with the Customer Survey Vendor to create and implement the Annual Customer Survey to effectively drive the actionable insights
 - Analyze customer feedback and work with the Manager of Customer Experience to identify customer pain points and develop innovative and creative solutions that will reduce customer friction and enhance our Customer Experience
 - Support the development of a Customer Experience Scorecard and responsible for tracking Customer Experience Enhancements and communication monthly of progress
 - Work closely with internal teams to generate a seamless customer experience through our different processes and technology
- Minimum Qualifications
- Bachelor's degree in Marketing, Communications, Advertising, Business Management, or in a related field is preferred
 - Minimum 6 years of related customer experience and/or marketing experience
 - An alternative combination of education and experience may be considered
- Preferred Qualifications
- Project Management and Process Design
 - Analytical, qualitative and logical problem-solving skills
 - Excellent written and oral communication skills including presentation skills
 - Strong interpersonal skills and an ability to establish effective and relevant relationships with customers and internal clients to achieve business goals
 - Ability to collaborate and coordinate cross-functional teams to identify, develop and implement customer experience opportunities

- Passion for Customer Experience and dedication to improving our customers' journey
- Empathetic, active and engaged listener
- Ability to multi-task and are very organized
- Self-starter and demonstrated team player
- Diversity of thought and innovative mindset

About our business

TC Energy is a leading energy infrastructure company in North America. We have three complementary businesses of natural gas pipelines, liquids (oil) pipelines, and power generation. Our operations span three countries, seven Canadian provinces, and 34 U.S. states Apply now! Apply to this posting by 02/14/2022 using reference code 97966. You must apply through our jobs system at jobs.tcenergy.com. Only applications submitted through our system will be acknowledged. Applications may be submitted using a mobile device or a desktop / laptop computer. TC Energy is an equal opportunity employer. Learn more Visit us at TCEnergy.com and connect with us on our social media channels for our latest news, employee stories, community activities, and other updates. Thank you for choosing TC Energy in your career search. * Depending on qualifications, the successful candidate may be offered a position at a more appropriate level and/or ladder.* Applicants must have legal authorization to work in the country in which the position is based with no restrictions.* All positions require background screening. Some require criminal and/or credit checks to comply with regulations. * TC Energy is committed to provide employment opportunities to all qualified individuals, without regard to race, religion, age, sex, color, national origin, sexual orientation, gender identity, veteran status, or disability. Accommodation for applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication supports by contacting careers@tcenergy.com.

For more information, visit TC Energy for Customer Experience Analyst