



## EMPLOYMENT OPPORTUNITY

**Closing Date:** 31.12.2025

# INDIGENOUS CUSTOMER ENGAGEMENT SPECIALIST WINNIPEG, MB

*Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!*

### Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.
- Flex-time and partially remote work schedule (providing the option to work remotely 3 days per 2 week period), depending on nature of work, operational requirements and work location.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment and customer service.

We are seeking individuals who are motivated by creating positive customer service experiences, who are personable and empathetic, enjoy working in a dynamic and fast-paced work environment and who have a passion for helping people in an environment built on teamwork, diversity, and integrity.

In this role, you will be responsible for handling customer inquiries, providing assistance, and resolving issues through the mediums of digital, voice, and other channels. Key tasks and responsibilities include interacting with customers in an accurate, timely, and friendly manner, actively listening for issues and providing suitable solutions, and offering support to provide a positive customer experience. You will strive to achieve all designated service levels and contribute to the success of service levels, enterprise goals, and ultimately – customer satisfaction.

**This posting will be used to select candidates for various start dates in 2025.** As positions become available, applicants who meet the qualifications may be contacted for assessment or interview throughout the year.

Manitoba Hydro is committed to reconciliation with Indigenous peoples in Manitoba, and we strive to have a workplace that is representative of the communities where we live and work. Indigenous candidates are strongly encouraged to apply.

### Responsibilities:

- Respond to gas service, emergency, and electric power outage calls by following company procedures to ensure customer safety and prevent property damage.
- Provide exceptional customer service in accordance with matters of billing and credit, providing detailed account information on:
  - Individual transactions, charges, credits, and balances on a variety of billing types.
  - Historical patterns and changes.
  - Meter reading types and procedures.
- Explain various billing transactions, including:
  - Late payment charges, service charges, dispute tests, flat rates, rentals, and contracts.
- Educate customers on our products and services, such as:
  - Equal Payment Plan, Pre-Authorized Payment Plan, and online Customer Service Portal.
  - Energy accounts and Loans & Financing programs.
- Work fluidly across queues and channels as directed, or as required by volumes, completing other duties as assigned and designated.
- May be required to work during outages or emergency scenarios occurring outside the normal hours of the Engagement Centre.

**Qualifications:**

- Grade 12 education or equivalent, proficiency in basic mathematics and keyboarding skills.
- Minimum of two years of relevant customer service experience, with preference given to contact center experience. Experience in technical support or credit and collections would be an asset.
- Experience in a fast-paced Customer Service environment which may include clerical duties such as: answering phone calls, data entry, filing, creating records, email duties, paying and/or organizing bills within the following industries: Contact Centre, Legal, Financial, Healthcare, Tourism, or retail/restaurant managerial experience.
- Proven ability to operate a computer and use the basic features of Word and Excel.
- Proficiency in both written and oral French and English language is considered an asset.

**NOTES:**

- Manitoba Hydro's Customer Engagement Centre has shifts ranging between 7:00am–6:10pm, Monday through Saturday. All shifts are subject to change based on Manitoba Hydro Policy and operational requirements. This position is eligible for remote work on Mondays and Wednesdays.
- The selection process includes a questionnaire, a standardized computer-based test that measures how well a candidate's abilities match the requirements of the job and a panel interview. Applications will not be considered if the questionnaire is not complete.
- After submitting your application, it will remain in our database for up to a year and be considered active, unless you are notified otherwise. Updates on your application status will not be provided while your application is considered active. We appreciate your patience during the review process.

**Salary Range**

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$24.64-\$32.27 Hourly, \$47,223.54-\$61,839.18 Annually.

**Apply Now!**

Visit [www.hydro.mb.ca/careers](http://www.hydro.mb.ca/careers) to learn more about this position and to apply online.

We thank you for your interest and will contact you if you are selected for an interview.

***This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.***