

Supervisor, Quality Assurance and Compliance

Elexicon Energy is the fourth-largest municipally owned electricity distributor in Ontario. Our mission is to provide our customers with reliable, affordable energy services and to continuously improve to meet their needs, while ensuring the needs of our shareholders are met through sustainable growth.

As the Supervisor, Quality Assurance & Compliance, the successful candidate will join Elexicon Energy's Customer Experience Team and will play a key role in our day-to-day operations, projects and initiatives that will support our vision of empowering the communities we serve and help customers seize opportunities to ignite a better future. This is an exciting time to join this growing team as we develop the strategies and plans to support a new brand and vision for customer centricity and operational excellence!

The successful candidate will display a track record that mirrors Elexicon Energy's values of safety, kinship, responsiveness, competence, and mindfulness; and will espouse our motto of "response-ability" in their approach to work:

This position initially reports to the Manager, Customer Care at the Ajax location and is responsible for the daily activities as follows:

DUTIES AND RESPONSIBILITIES

- + The focus of this role is to ensure that OEB telephone service level/written response requirements are met and appropriate levels of call quality and compliance are achieved.
- + Monitor telephone/written performance of Call Centre operations and take corrective actions as required.
- + Provide advice, recommendations, coaching, and assistance to the business to ensure compliance and understanding of company and legislated policies, programs, procedures and standards.
- + Promotes team development, through call monitoring for call quality and compliance.
- + Actively assist business leaders with methods to promote and reinforce behaviours to support continuous improvement.
- + Develops and maintains collaborative and effective working relationships with team members and all stakeholders.
- + Build relationships and liaise with external organizations and partners to support programs and initiatives.
- + Participates on various committees/teams supporting the goals and objectives of Elexicon.
- + Other duties as assigned.

EDUCATION, SKILLS, AND EXPERIENCE

Education and Experience:

- + Community College Degree and 3-5 years related work experience required or a combination of education, training and experience.

Key Skills and Experience:

- + Strong facilitation, negotiation, consultation, education, influencing, and presentation skills.
- + Sound critical thinking, demonstrated experience in building and executing strategies and providing overall change consultation and direction to the business and leadership.
- + Proven track record on delivering results, and the ability to work in a fast-paced changing environment while effectively managing and adapting to multiple changing priorities.
- + Exceptional project management, organizational, and decision making skills to execute time-sensitive deliverables and effectively manage several projects simultaneously, adapt to changing priorities, and delivering results in a fast-paced environment.
- + Pragmatic problem solving skills, sound judgement, critical thinking and decision-making skills.
- + Demonstrated business literacy and consulting skills.
- + Proven ability to build and maintain positive and collaborative working relationships at all levels within an organization.
- + Exhibits uncompromising integrity and commitment to upholding corporate values.

Interested and qualified applicants are encouraged to submit their resume to:

hr@elexiconenergy.com by **June 23, 2021**. Please quote position title that you are applying for in the subject line of your email.

Please note that accommodations can be provided upon request. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in Elexicon Energy.