



2025-01-27

ENWIN Utilities Ltd., is currently accepting applications for the vacant position of

Temporary Supervisor Customer Care & Billing

Location: Windsor, ON

Reporting to the Manager Customer Care, the successful applicant will be responsible for the daily efficient and effective operations of the Customer Service Centre (including Switchboard and Customer Service) and management of unionized employees by providing best in class customer service through the departments billing, credit, account services work processes, and phone service levels to the Ontario Energy Board (OEB) regulated standards and departmental KPI's. Responsible for ensuring timely and accurate processes related to billing, collections and processing of cash receipts. The Temporary Supervisor Customer Care & Billing supports the Call Centre staff by continually monitoring team performance against predefined standards including coaching, training, motivating, and developing staff to ensure a high level of performance and service standards are met; leading monthly communication meeting with staff for process improvements and to create cohesion within the department by gathering ideas and inputs from the staff to make recommendations to the Manager. This position provides support to CSR's and Senior CSR's by fielding escalated issues from internal and external customers by determining best course of action in order to resolve issues. This position is responsible for managing the overall scheduling, approving and monitoring of attendance and absenteeism for customer service staff. The Temporary Supervisor Customer Care & Billing is also responsible for ongoing management of large customers and key accounts, working with regulatory to complete testing of rates, monitoring and fulfillment of regulatory obligations related to customer service interests by providing billing information, required data and providing explanations.

The successful applicant must have the following skills and competencies:

- College diploma in Business or related field.
- Minimum of two (2) years similar experience working in a call centre environment.
- Awareness of CIS system, billing, credit.
- Experience working in a unionized environment considered an asset.
- Strong verbal and written communication skills. Strong interpersonal skills and ability to lead and manage, mentor and motivate staff.
- Ability to formulate and execute plans.
- Strong customer service orientation, both internal and external.
- Ability to present professionally to customers and address and resolve difficult and complex issues.
- Demonstrates organizational, analytical and problem solving skills and strong attention to detail.
- Ability to work independently or as part of a team.
- Experience working with a variety of computer systems (MS Office, SAP, ODCC, Northstar)

Salary Range for Qualified Candidates: \$101,043 - \$112,270

Qualified applicants may submit their resume at <https://www.applicantpro.com/openings/enwin/jobs> up to and including Tuesday, February 4, 2025. Please quote file # EWU-2025-01-007 on application. Although all applications are appreciated, only those candidates selected for an interview will be contacted.

ENWIN believes there is significant value in the diversity within our workforce and we are committed to continually enhancing and improving diversity and inclusion throughout our organization. As an equal opportunity employer, we encourage all qualified individuals to apply for employment opportunities and believe that strength flows from our individual differences and enables us to effectively serve our community.

ENWIN Utilities Ltd. provides accommodation in accordance with applicable laws through all stages of the hiring process. If you require accommodation for any part of the application and hiring process, please advise the Human Resources Department.