

# SUPERVISOR CUSTOMER SERVICE

GRAND FALLS-WINDSOR – CLOSING DATE: DECEMBER 12, 2019

COMPETITION NUMBER: NPJP-2019-27824

## Are you ready to explore an exciting career in a fast-paced, high-performance environment?

If you are seeking a challenging and rewarding career with room for continuous advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with a strong commitment to safety and customer service, an excellent work ethic, and effective interpersonal and communication skills.

As the area customer service leader, you will be responsible, along with your local team, for delivering customer service excellence to Newfoundland Power customers. This includes customer and community relations, such as responding to customer inquiries and representing the Company to key stakeholders; supporting regional operations personnel; assisting with environmental initiatives and takeCHARGE energy efficiency programs, including attending retail events, trade shows and presentation of school programs and managing the local customer service team.

Your qualifications include a Bachelor's degree in Business, supplemented by a minimum of 4-7 years' related experience. Knowledge of the electricity industry, particularly with regard to energy conservation, is considered an asset. You have a passion for customer service combined with strong people management, coaching and facilitation skills. A keen attention to detail and strong analytical, problem solving and negotiation skills are required. You must hold and maintain a valid driver's license.

Apply online at [newfoundlandpower.com/en/About/Careers/Career-Opportunities](http://newfoundlandpower.com/en/About/Careers/Career-Opportunities).

We thank all applicants for their interest but only those selected for an interview will be contacted.



**WHENEVER. WHEREVER.**  
**We'll be there.**

NEWFOUNDLAND  
**POWER**  
A FORTIS COMPANY