

# SUPERVISOR CUSTOMER SERVICE

## (TEMPORARY – ONE YEAR)

**ST. JOHN'S – CLOSING DATE: MARCH 12, 2021**

REFERENCE NUMBER: NPJP-2021-32954

### 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 continuing advancement and a competitive compensation package, have we got an opportunity for you! We are looking for a highly motivated team player with an excellent work ethic, and effective interpersonal and analytical skills.

As a valued member of our team, you are a Customer Service leader supporting the St. John's Region. Your responsibilities will include: leading a team of Operations Coordinators to support workflow; supporting regional operations personnel in planning and scheduling capital and operating projects to ensure all customer impacts are considered and dealt with appropriately; spearheading customer and community relations including responding to customer inquiries and working with customers, government and industry stakeholders; and, leading the coordination of customer outreach for planned and unplanned power interruptions.

Your qualifications include a Bachelor's Degree in Business with a minimum of five years experience. An equivalent combination of education and experience may be considered. Knowledge of utility operations or a technical aptitude would be considered an asset. You have a passion for customer service combined with strong relationship building, negotiation, coaching and facilitation skills. Keen attention to detail along with strong analytical and problem solving abilities are also essential to this position. You must maintain a valid driver's license.

At Newfoundland Power, we accept and celebrate our differences. We are committed to fostering an inclusive and diverse workplace which reflects the communities we serve. A place where everybody is able to bring their whole selves to work and reach their full potential. We strive to ensure each team member feels valued, respected and supported.

We encourage applications from diverse candidates and will provide support to applicants during the recruitment process. If you require accommodation for any reason during the interview process, please let us know your needs which will be kept in confidence.

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