



CUSTOMER CARE/AMI SUPERVISOR

Halton Hills Hydro Inc. (HHH) is a progressive, community-focused electric distribution utility servicing approximately 23,000 customers across 281 sq. km within the Town of Halton Hills. Located 15 minutes north of the 401, our office is accessible by GO Train and bus, and falls within a 35km radius of major urban centres, such as Guelph, Milton, Brampton, Mississauga, Cambridge, and Orangeville. The Town is ranked as one of the top small communities in Canada by a national magazine.

At HHH, safety for our employees and the community is our number one priority; we care about our work, our customers, and our business. We have a commitment to delivering quality service and each member of our team has a responsibility to help one another achieve success and satisfaction on the job, experiencing one of the highest growth models in all of Ontario.

We are currently seeking a dynamic, highly motivated, innovative individual to fill the position of **Customer Care/AMI Supervisor**. The successful candidate will play a key role strategically and in our day-to-day operations, projects and initiatives. This is an exciting time to join this growing company as we develop the strategies and plans to support a new brand and vision for customer centricity and operational excellence.

This role is responsible for supervisory and administrative work in directing the customer care activities and provide guidance and oversight for AMI staff and processes. This position reports to the Customer Care Manager, and provides leadership and supervision to technical staff and internal and external stakeholders.

DUTIES & RESPONSIBILITIES:

The duties and responsibilities for this position will include, but not be limited to, the following:

- Oversee and guide the AMI staff processes;
- Provide guidance and leadership to AMI Coordinator;
- Ensure successful file transfers between systems within set timelines;
- Ensure accuracy of metered data for billing;
- Provide sound leadership and guidance to a team of Customer Care professionals;
- Recommend improvements in processes;
- Ensure Customer Care activities align with all business objectives and regulatory requirements;
- Develop and document processes for AMI function;
- Ensure documentation of Customer Care processes are complete, current, streamlined and not duplicated;
- Taking escalated customer calls and responding to escalated emails;
- Resource for DSC, ARC and other applicable statutes.

SKILLS AND QUALIFICATIONS:

- Post-Secondary Diploma or Degree from a recognized College or University in Business or Office Administration;
- Five years' experience in customer service, billing, and collections; preferably demonstrated expertise in customer service supervision in a utility or related industry, and AMI experience;
- Excellent oral and written communication skills;
- Analytical mindset with the ability to interpret data, identify trends, and make data-driven decisions;

- Initiative to investigate, troubleshoot, and problem solve;
- Proficiency in Microsoft Office Suite and database applications;
- Working knowledge of computer software programs like ODS, MDMR, AMI and Utilismart, PC-Pro, and internal CIS program.

WHAT WE OFFER:

- ✓ Competitive compensation and rewards package, comprehensive health and dental benefits plan, OMERS pension plan, and vacation entitlements;
- ✓ Opportunity to work with an experienced utility team;
- ✓ Direct experience within a highly regulated industry;
- ✓ Working in an environment with a strong commitment to safety;
- ✓ Training and development support and opportunities.

Interested candidates are requested to submit their resume with cover letter electronically in confidence to:

hr@haltonhillshydro.com

When applying for the position, please quote “**Customer Care/AMI Supervisor**” in the subject line. Indicate in the body of your email where you saw this posting.

Halton Hills Hydro Inc. is an equal opportunity employer. Accommodation is available under the *Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. Applicants need to make their required accommodations known in advance.