

## Customer Service Manager

Job Title:	Customer Service Manager
Number of Positions:	1
Pay Grade:	\$77,900-\$85,000
Position Type:	Full-time, permanent
Vacancy Status:	New Position
Reports to:	Director, Energy Affordability Programs
Location:	Ottawa, must reside in the National Capital Region (Ottawa area) for some in-person work and meetings

### Job Summary

The Customer Service Manager is an experienced and highly organized management professional responsible for overseeing the Customer Service department. As the first point of contact for our programs, customer service staff provide important information about our programs, direct people to the right programs, and complete program registration processes.

Reporting to the Director, Energy Affordability Programs, the Customer Service Manager will work with program managers and directors to implement new tools, identify and implement efficiencies in systems and processes, work closely with our utility partners, and lead efforts on customer service and lead generation metrics. A typical day might include leading a customer service team meeting, working with Customer Service staff on performance targets, or developing creative solutions to ensure program targets are met.

### Key Responsibilities

- Work with Customer Service Team Leads on implementing new tools.
- Create and implement templates for reporting to utility partners, including customer service metrics and lead generation metrics.
- Attend stakeholder meetings related to customer service.
- Independently oversee customer service team, including problem solving, handling escalated concerns, performance issues, and day-to-day operations when needed.
- Work on maximizing registered energy advisor capacity with scheduling.
- Lead, manage, and develop the work of the Customer Service team.
- Facilitate the recruitment and training of Customer Service staff.
- Lead daily, weekly, and monthly meetings, as required, to ensure proper team communications.

- Work collaboratively with program directors and managers to ensure that the operational aspects of the team run smoothly and that the workload is shared appropriately across the team throughout the year.
- Monitor and troubleshoot call centre systems and technology. Make recommendations for improvements and ensure updates are completed.
- Monitor call centre capacity and identify opportunities to streamline processes and/or improve customer experience.
- Maintain relevant, up-to-date knowledge about EnviroCentre's home energy program delivery and/or other program delivery and share this with the customer service team.
- Ensure all correct procedures are being followed. Target areas needing improvement, such as emails, calls, scheduling, follow-ups, client journey records, etc.
- Provide regular reports on call volumes, customer feedback, service completions, and other metrics, as required.
- Support employee development, engagement, and retention.
- Set, track and manage team Key Performance Indicators (KPIs), ensuring consistent performance management across the team.
- Oversee day-to-day operations, scheduling, and coverage. Ensure adequate staffing and workload distribution.
- Identify operational gaps and inefficiencies and implement scalable processes and best practices.
- Lead recruitment and hiring for the customer service team.
- Perform other duties as necessary.

***Note: We do not use artificial intelligence (AI) tools to support the screening and evaluation of applications for this position.***

## **Skills and Experience**

- Minimum of 5 years of professional experience in a related field.
- Minimum of 3+ years in a people management role (direct reports required).
- Strong people leadership and coaching ability.
- Call centre and customer service experience required.
- Experience with Microsoft Office Suite and call centre telecommunications systems is essential.
- Experience handling escalations and customer complaints.
- Ability to manage multiple priorities in a fast-paced environment.
- Familiarity with Hot2000 software and energy assessment processes is an asset.

- Strong verbal, written, and interpersonal communication skills; English essential, and bilingualism/multi-language is a strong asset.
- Adaptability, active listening, and problem-solving skills.
- Excellent attention to detail, organizational, and time management skills.
- A general understanding of sustainability and environmental issues.
- Strong experience with AI tools (e.g., chatbots, agent assist, QA automation) is considered an asset.
- Proven initiative and self-motivation.

## **Working Conditions**

- EnviroCentre will provide the necessary technology and IT support.
- Frequent computer use.
- Extensive phone use.
- Occasional evening or weekend work.

## **In addition to competitive pay, we offer:**

- 35-hour workweek and the ability to work flexible hours.
- A workplace that supports work-life flexibility and a positive team culture.
- Starting 3 weeks paid vacation per year, plus paid office closure between Christmas and New Year and summer half-day Fridays.
- Retirement Savings Plans (RRSP) with company contribution equivalent to up to 5% of your base salary per year.
- Health, dental, and wellness coverage for you and your dependents.
- Paid sick days and additional time off for personal and care responsibilities.
- A caring, compassionate, and supportive work environment that recognizes that work is one of the many responsibilities we have to prioritize in our lives.

EnviroCentre is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, colour, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, provincial, or municipal laws. EnviroCentre is committed to a workplace where everyone can participate safely, freely, and confidently. We encourage applications from individuals who identify as BIPOC (Black, Indigenous, Peoples of Colour) and/or members of equity-deserving groups.



EnviroCentre recognizes a diversity of backgrounds and experiences. If you do not have the formal experience described but can meet the requirements of the role and are willing to learn, we encourage you to apply and make your case in your cover letter. We are interested in a diverse team, and we are willing to train the right person.

EnviroCentre is committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity, please advise us in a timely fashion of any accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

### **How to Apply**

Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience and qualifications.

Application Deadline: **May 6, 2026**

Anticipated start date: May 2026

### **Important:**

Please send your resume and cover letter in one document to [info@envirocentre.ca](mailto:info@envirocentre.ca)

Please ensure that your resume file (PDF) includes your first and last name and the reference number (Reference# EC202610).

Example: Firstname\_Lastname\_EC202610.

Please also put the Reference# EC202610 in the subject line of your email.

*We thank all applicants for their interest, however only candidates selected for an interview will be contacted.*

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