

CUSTOMER SERVICE MANAGER

Job ID: AD-25-142

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers electricity to almost 50,000 customers within the Town of Newmarket, Town of Midland and Tay Township. Headquartered in Newmarket, Ontario, NT Power has an additional office in Midland, Ontario, approximately one hour north of Newmarket along the shores of Georgian Bay.

We require a dynamic, highly motivated, and proactive **Customer Service Manager** to work out of our head office in Newmarket. This is a full-time position, with a comprehensive benefits package and pension plan. This role operates in a flexible hybrid setting, combining remote and in-person work arrangements.

POSITION SUMMARY

This role is responsible for leading the Customer Service team in promoting excellent service, customer satisfaction and continuous improvement. The Customer Service Manager plays a key role in the delivery of excellent Customer Service within the utility and outside agencies. The Customer Service Manager frequently engages with customers and must represent NT Power in a positive way.

DUTIES AND RESPONSIBILITIES

- Oversee the delivery of customer services in an efficient manner
- Management of workflow functionality within the department
- Establish and manage relationships with internal and external stakeholders and industry associations
- Manage customer collections and disconnections
- Implementation of regulatory requirements and rate changes related to approved orders from the OEB and Ministry of Energy
- Ensure all OEB compliance levels are met in the delivery of customer service
- Provide leadership and guidance through coaching, continued development, and performance management
- Manage department projects and implement new or enhanced policies, and key initiatives to ensure quality and timely completion
- Lead multi-department projects for utility and process improvements

QUALIFICATIONS

- 5–7 years of progressive experience in customer service, including at least 2 years in a leadership or supervisory role.
- Post-secondary degree or diploma in Business Administration, Communications, or a related field.
- Exceptional leadership and change management abilities
- Strong analytical and business process skills



- Excellent communication and interpersonal skills
- Proven ability to resolve customer complaints and foster positive relationships
- Effective problem-solving and decision-making capabilities
- Experience in a unionized utility or regulated environment is an asset.

APPLICATION INFORMATION

If you are interested in this position and meet the qualifications, please submit your resume by visiting our Careers page at <https://ntpower.ca/careers>. Please include the position title and the job ID number in the subject line of your e-mail. We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

APPLICATION DEADLINE FOR THIS POSITION IS NOVEMBER 25, 2025, BY 4 P.M.

Candidates are required to disclose NT Power employees who are immediate family members prior to the interview.

Successful candidates will be required to obtain a criminal verification screening as a condition of employment.

NT Power is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our LDC community. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance when applying through <https://ntpower.ca/careers>.