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Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqunik Ikumatjutiit

Entrusted with supplying safe, reliable and efficient energy to the citizens of Nunavut, through both traditional and alternative sources, **Qulliq Energy Corporation (QEC)** offers many opportunities for those seeking to convert their skills and expertise into professional success. Sounds like you? Join our team. Wide-open spaces, rewarding work in a variety of settings, and the chance to contribute to the well-being of all Nunavummiut will bring new energy to your career – now and in the future.

REVENUE MANAGER

BAKER LAKE, NU – Ref. No. QEC-19-005 **(Re-advertisement)**

This would be an exciting career move for an experienced leader whose accounting and supervisory expertise is complemented by proven strengths as a communicator and problem-solver.

Reporting to the Customer Care Manager, you will plan, coordinate and oversee the activities of Revenue and Billing staff, and manage processes in these two areas, ensuring the accurate recording of all transactions and the enhancement of customer relations, in alignment with QEC's strategic goals and objectives. Adept at multi-tasking without losing sight of the details, you will also assist the Customer Care Manager, Collections staff, and all other Finance officials involved in revenue and accounts receivable management.

While you will be based in Baker Lake, you will directly supervise Revenue, Billing and Cash Recording staff (excluding Collections) located in Baker Lake, Iqaluit, Rankin Inlet and Cambridge Bay.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Coordinating all utility billing processes (except account collections and rate administration) for the Baker Lake, Iqaluit, Rankin Inlet and Cambridge Bay regional operations;
- Working collaboratively with the Customer Care Manager and Human Resources to develop, implement and maintain programs to promote efficient, high-quality and responsive customer service;
- Participating in the development and maintenance of departmental policies and procedure manuals;
- Providing input and participating in process improvement initiatives;
- Answering customer service inquiries and maintaining accurate logs, ensuring any action taken is in accordance with QEC's Terms & Conditions of Service;
- Developing and maintaining a thorough understanding of the utility billing system to ensure accurate, timely recording and reporting of all transactions, adjustments and routine customer payments;
- Managing the billings and reconciliation of subsidy programs administered for the Government of Nunavut and the Nunavut Housing Corporation;
- Working with the Customer Care Manager on accounts in dispute or problems not easily resolved;
- Liaising with Operations staff regarding damage claims and investigations into meter discrepancies;
- Preparing statistical reports on receivable and revenue trends, metrics and historical comparisons;
- Analyzing variances in receivable and revenue accounts and providing summary status reports;
- Responding to inquiries from internal/external auditors and/or QEC's CFO, Controller and staff;
- Through coaching, mentoring, training and performance management, developing a results-oriented team to meet the service needs of QEC and its customers; and
- Travelling to various communities within Nunavut via small/medium aircraft, as needed.

REQUIRED QUALIFICATIONS INCLUDE:

- Bachelor's degree in Business Administration, Commerce or Accounting;
- Accounting designation – CPA, CMA, CGA (consideration may be given to candidates who are in the final level of the CPA program, as long as they complete the program and have the required supervisory experience);
- At least 5 years' supervisory-level experience, preferably with customer account services in a



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corporate setting;

- Proven skills in leading, inspiring, motivating, coaching, and facilitating development of employees;
- Effective problem-solving and analytical skills;
- Strong interpersonal, verbal and written communication, and conflict management skills;
- Excellent interactive and presentation skills; and
- Advanced word-processing and spreadsheet skills (Excel, Word, PowerPoint).

ASSETS:

- Experience with Dynamics GP ERP software;
- Knowledge of electric utility regulations;
- Knowledge of the Nunavut land, language and culture; and
- Ability to speak Inuktitut, Inuinnaqtun and/or French.

Equivalencies consisting of a combination of related education and experience may be considered.

We offer a competitive salary ranging from \$97,734 to \$115,011 per annum and a comprehensive benefits package, including a Northern Living Allowance of \$24,381 per annum. This position is not included in the Nunavut Employees Union. Subsidized staff housing is available.

Applicants for this competition may be considered for future employment with QEC.

Preference will be given to Nunavut Inuit.

Note: Applicants for this competition may be considered for future employment with QEC.

Open until filled, apply in writing to: careers@qec.nu.ca

or by mail to: **Human Resources, Qulliq Energy Corporation, P.O. Box 420, Baker Lake, NU X0C 0A0.**

We thank all applicants for their interest; however, only those selected for further consideration will be contacted.

qec.nu.ca