



EMPLOYMENT OPPORTUNITY

Closing Date: 22.04.2024

CIS TRAINING OFFICER (TERM) **WINNIPEG, MB**

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.
- Flex-time and partially remote work schedule (providing the option to work remotely 3 days per 2 week period), depending on nature of work, operational requirements and work location.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment and customer service.

We are seeking a Trainer to join our Operational Excellence Department. Under the general direction of the Training/Quality & Knowledge Management Lead, the CIS Training Officer is responsible for the identification, design, evaluation, and delivery of learning resources in relation to Customer Solutions & Experience business objectives and Customer Information Systems (CIS). This position is responsible for the performance evaluation and coaching of employees and is a role model adhering to the highest standards of professionalism, courtesy, and employee engagement.

Responsibilities:

- Design, develop and deliver innovative and interactive learning resources (synchronous and asynchronous) that align with the CIS functionality and Customer Care business objectives.
- Maintain a high level of knowledge of CIS functionality and Manitoba Hydro business practices to ensure all learning resources and delivered training reflect current objectives.
- Collaborate with the Operational Excellence team to ensure all learning resources and delivered training remains aligned and in adherence with the established quality Key Performance Indicators (KPIs).
- Remain knowledgeable of evolving methods and techniques in the adult learning industry to incorporate innovative approaches in the delivery and development of programs.
- Establish measurement tools and processes to evaluate existing and future learning resources and to assess employee's knowledge and retention while identifying gaps, recommending solutions, and evaluating the results of the initiatives.
- Collaborate and consult with learners, subject matter experts, and leadership across the corporation to develop tailored learning resources within the context of CIS services that close the gap between current and future needs of the organization by conducting skill gap analyses and identifying target audience needs.
- Assess the effectiveness of CIS training programs by measuring and reporting on employee learning and performance by using KPIs established by the Operational Excellence team as a measure of success, as well as actively participate in any coaching, nesting, or other various production readiness programs.
- Provide technical support, conduct testing, and troubleshoot all aspects of CIS functionality while ensuring that all learning resources are updated to reflect any changes in business processes, upgrades, or software enhancements.
- Consult, collaborate, and coordinate with other key stakeholders/business units as required.

Qualifications:

- Four-year post-secondary degree from an institute of recognized standing, plus two years of related experience of which one year relates directly to training.
OR
- Two-year diploma from an institute of recognized standing, plus four years of related experience of which one year relates directly to training.
OR

MANITOBA HYDRO IS COMMITTED TO DIVERSITY AND EMPLOYMENT EQUITY

- Completed U of M Certificate in Program Development for Adult Learners (PDAL) and a business certificate from an institute of recognized standing, plus four years of related experience of which one year relates directly to training.
- Demonstrated knowledge of billing systems with emphasis on existing Customer Information Systems (Banner, PowerOn, Genesys, etc.), other Customer Care business processes, and associated performance KPIs.
- Experience in the instruction of adult learners, including demonstrated application of adult learning principles and vocational training techniques.
- Possess excellent classroom management and be able to facilitate the learning and development of employees in a business environment using a variety of formats, software, and delivery methods.
- Ability to work collaboratively with stakeholders and build effective business partnerships.
- Possess elevated levels of curiosity, agility, and willingness to learn and promote change.
- Exceptional analytical, communication, interpersonal, facilitation, and technical writing skills.
- Willingness to travel throughout the Province of Manitoba.
- Possess and maintain a valid Province of Manitoba Driver's Licence (Class 5).

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$35.06-\$48.52 Hourly, \$67,187.38-\$92,966.64 Annually.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online. The deadline for applications is **APRIL 22, 2024**.

We thank you for your interest and will contact you if you are selected for an interview.

This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.