



<https://intscanada.com/job/business-operations-advisor/>

Business Operations Advisor

Description

Posting End Date:

July 06, 2023

Employee Type:

Regular-Full time

Union/Non:

This is a non-union position

Are you passionate about sustainability and interested in revolutionizing the way businesses and individuals adopt cleaner energy solutions? Enbridge Sustain, a leading provider in the energy industry, is seeking Business Operations Advisor to join our dynamic team. With our innovative line of business models, we aim to make it easier and more affordable for customers to embrace sustainable energy alternatives, while contributing to a greener future.

At Enbridge Sustain, we understand the importance of reducing emissions, improving energy efficiency, and strengthening resilience in the face of changing climate and rising energy costs. Our turnkey services offer customers an end-to-end solution, from design and installation to maintenance and support, eliminating the complexities and challenges associated with conventional heating and cooling equipment.

As a Business Operations Advisor, you will serve as a first point of contact with service providers for day to day operational and advanced issues related to all customer care activities, process questions, etc. This role is also responsible for managing all the internal activities required to successfully meet project timelines. If you're passionate about building something from scratch and have outstanding project management and interpersonal skills, this is an excellent opportunity for you.

Come work for an innovative, inclusive employer focused on energy innovation. We

Hiring organization

INTS Consulting

Date posted

2023 06 28

offer opportunities for growth, a competitive benefits and pension plan, and generous time off. Join us today!

Internally this role is titled as Business Support Advisor.

What You Will Do

- Work with various service providers and support issues, such as billing, payments, customer related inquires, service and maintenance support, etc
- Liaise with back-office resources, agents, internal and external partners to develop and implement consistent and repeatable processes
- Provide process expertise and formulate recommendations for improvements such as customer care and field operations processes to increase efficiency
- Create and issue work releases for work issued to key partners and create an effective tracking system for work releases issued by project
- Create and issue purchase orders to pay for work released to key partners
- Review, process, and code all invoices for payments to our partners, vendors, etc
- Consolidate and track information from all invoices processed, for example for each project. Track all actual spend against budget and provide summary to the Manager monthly
- Develop and implement end user communications to support process changes
- Prepare and deliver training materials pertaining to changes in processes, policies, and procedures

Who You Are:

You have the following:

- Bachelor's Degree along with 4+ years of experience in Customer Care, Operations, or IT/TIS

- Ability to work in a fast-paced environment with quick turn around
- Analytical thinker with strong problem-solving skills and resourcefulness
- Excellent process improvement skills, ability to implement structured approaches for identifying efficiency and enhancing overall productivity
- Ability to work in a manual environment while creating a framework to move information to a digital system.
- Ability to learn terminology and concepts of new technology and work being performed
- Demonstrated ability to work on multiple tasks and shift priorities without loss of efficiency and effectiveness
- Great teammate, who can work independently to deliver results

Preferred:

- Customer Care operations experience and / or field operations experience
- Project management or change management experience
- Familiar with the energy sector, especially with low carbon technologies

Working Conditions:

- Travel required up to 15% of time, including to Enbridge offices and non-Enbridge customer locations. Travel may be flexible to accommodate schedules and other commitments.
- A valid Ontario G class Ontario driver's license and maintenance of a responsible driving record is required.

Flex Work

Enbridge provides competitive workplace programs that differentiate us and offer

flexibility to our team members. Enbridge's FlexWork (Hybrid Work Model) offers eligible employees the opportunity to work variable daily schedules with a flexible start and end time, to opt for a compressed workweek schedule, and the option to work from home on Wednesdays and Fridays. Role requirements determine your eligibility for each option or combination of options. #LI-Hybrid #topemployer

Diversity and inclusion are important to us. Enbridge is an

Equal Opportunity and Affirmative Action Employer

. We are committed to providing employment opportunities to all qualified individuals, without regard to age, race, color, national or ethnic origin, religion, sex, sexual orientation, gender identity or expression, marital status, family status, veteran status, Indigenous/Native American status, or disability. Applicants with disabilities can request accessible formats, communication supports, or other accessibility assistance by contacting

careers@enbridge.com

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Information: <https://www.enbridge.com/careers> or <https://www.enbridge.com/diversity>