

Energy Services Coordinator

3 Year Contract

Management Position – Customer & Information Services Division
Salary Range 68,790.87 – 79,989.39 annually

SYNERGY NORTH CORPORATION distributes electricity to approximately 50,000 residential customers and 6,000 commercial customers located in Thunder Bay and Kenora, Ontario. It is our mission to provide outstanding energy services in a safe, reliable, and trusted manner to our communities in order to power people's lives. To do this, we are continuing to build on our strong team of professionals and have a full-time, 3-year contract Energy Services Coordinator position in Thunder Bay, Ontario.

SYNERGY NORTH invests in the safety and wellbeing of our employees. We provide a robust training program a comprehensive benefits package.

POSITION SUMMARY:

The Energy Services Coordinator provides administrative, data management, and program support to ensure the effective delivery of conservation and energy-efficiency initiatives across district electrical utilities. The role supports customer inquiries, maintains accurate program data, prepares invoices and regulatory reporting, and assists in the execution of program and engagement activities. By ensuring accuracy, timeliness, and strong customer service, the position contributes to regulatory compliance, customer satisfaction, and the success of conservation programs.

DUTIES:

- Ensure timely and accurate entry, maintenance, and reporting of all eDSM and conservation program data.
- Deliver responsive and professional customer service by addressing inquiries related to energy programs.
- Prepare and submit program invoicing, IESO documentation, and regulatory filings in accordance with required deadlines.
- Support budgeting activities, track expenditures, and monitor program financial performance.
- Assist in the preparation and re-submission of eDSM plans and OEB regulatory reports.
- Coordinate administrative tasks, documentation, and communication materials to support program delivery.
- Support district utilities with consistent administrative and program support.

QUALIFICATIONS:

Mandatory:

- Minimum Grade 12 Secondary School Graduation Diploma (or equivalent) with a minimum of two years of customer service and/or office experience, or an equivalent combination of education and experience.
- Strong computer skills, including proficiency with Microsoft Office.
- Excellent verbal and written communication, customer relations, and interpersonal skills.
- Accurate keyboarding and documentation skills.

Success Competencies:

- Customer Service Skills
- Administrative & Organizational Skills
- Technical & Data Management Skills
- Communication Skills
- Attention to Detail
- Time Management
- Industry Regulatory Awareness

Conditions of Employment:

- Must have and maintain a valid driver's license and use of a vehicle. Must be willing to work additional hours as required. Must be willing and able to work out of town as required. Must successfully complete a Police Information Check.

TESTING To confirm ability for the position, applicants may be required to take tests related to the job requirements and duties of this position that may include the Physical Demands Testing which is conducted by an independent third party.

Internal and External applications including detailed resume and outline of qualifications are being reviewed starting **Monday, December 8, 2025**, and will continue to be accepted by the Human Resources & Safety Division until position is filled.

Note: Please submit your application electronically to recruit@synergynorth.ca