



EMPLOYMENT OPPORTUNITY

Closing Date: 2026/03/20

Manager, Customer Energy Services Winnipeg, MB

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers! We are 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 champions safety, supports innovation, and delivers on our commitment to customer service - while actively fostering a diverse, equitable, and inclusive workplace reflective of the communities we serve.

Great Benefits

- Competitive salary and comprehensive benefits package.
- Defined-benefit pension plan for long-term financial security.
- Nine-day work cycle, typically resulting in every other Monday off to support 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.

Position Overview:

Reporting to the Director, Energy Service Advice and Products, the Customer Energy Services Department Manager is responsible for leading the Customer Energy Services team and guiding the delivery of energy advisory services. The role provides leadership, oversees day to day service delivery, and manages key relationships with industrial, commercial, and municipal customers.

The Manager is accountable for modernizing departmental operations, enhancing processes and performance, and supporting the development of customer focused business opportunities. The role works closely with internal partners to ensure coordinated, reliable, and high quality service delivery.

Additionally, the Manager provides strong people leadership by coaching and developing team members, fostering a collaborative and inclusive work environment, and building team morale to ensure staff are supported, engaged, and empowered to deliver exceptional customer service.

Responsibilities:

- Lead and develop a multidisciplinary team to deliver consistent, high quality service as trusted energy advisors to industrial, commercial, and municipal customers.
- Reimagine and standardize processes to improve operational efficiency and enhance the customer experience.
- Establish, monitor, and report on KPIs, operational metrics, and departmental action plans to meet performance targets.
- Drive departmental transformation by modernizing processes, strengthening a collaborative culture, and clarifying roles, accountability, and performance expectations.
- Provide effective people leadership by developing staff, fostering a positive work environment, and building team morale to ensure employees are engaged, empowered, and aligned with departmental goals.
- Promote and uphold safety in all departmental activities, customer interactions, and operational processes.
- Serve as the escalation point for sensitive, complex, or high risk customer issues, ensuring alignment with system capacity, regulatory requirements, corporate policy, and safety standards.
- Oversee customer requested electric and natural gas service extensions, upgrades, and interconnections at both distribution and transmission levels.
- Support negotiation and administration of customer related agreements, including energy service agreements, construction agreements, and interconnection studies.
- Support the development, interpretation, and communication of Customer Policies, ensuring accurate application of electricity and natural gas rates for all customer groups.

Qualifications:

- Completion of a four-year degree from an institute of recognized standing in an appropriate discipline, complemented by a minimum of nine years of directly related experience, demonstrating progressively greater responsibility in a leadership capacity. An equivalent combination of related education and experience may be considered.
- Extensive experience leading teams in complex, customer facing, or operational environments.
- Demonstrated ability to reimagine and modernize processes, introduce structure and accountability, and lead teams through sustained transformation.
- Proven ability to stabilize and improve high complexity functions to enhance clarity, efficiency, and performance.
- Experience developing and applying KPIs, service standards, and performance management frameworks.
- Experience supporting complex customer projects or managing major accounts.
- Strong judgment in balancing customer needs, system impacts, risk, and organizational priorities.
- Experience in a regulated, public sector, or utility environment is an asset.
- Knowledge of electric and natural gas utility operations and customer service models.
- Knowledge of energy efficiency, demand management, electrification, and large customer energy needs.
- Proven ability to work collaboratively and cross functionally with multiple departments and business units to deliver integrated energy solutions.
- Strong verbal and written communication skills with the ability to clearly articulate expectations and lead through change.
- Must possess a valid class 5 Manitoba Driver's Licence.

Note/Comment:

- Starting salary will be commensurate with qualifications and experience.

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$62.82-\$86.07 Hourly, \$120,372.72-\$164,936.72 Annually.

Apply Now!

Ready to join a team that energizes Manitoba and puts safety, innovation, and inclusion at the heart of everything we do? Visit www.hydro.mb.ca/careers to learn more about this position and to apply online.

Application deadline: MARCH 20, 2026.

We appreciate your interest in Manitoba Hydro and thank all applicants. Only those selected for the next stage of the selection process will be contacted.

If you require accommodations during the recruitment process or need this posting in an accessible format, please let us know - we're committed to a barrier-free experience for all candidates.