

Saint John Energy



Job Description

Position Title: Consumer Products Lead

Department: Consumer Products

Effective Date: October 2018

Overview: The Consumer Products Lead is responsible for the administration of Saint John Energy's rental programs, including inventory and stock as well as directing the work of technicians and contractors. The Lead is also responsible to provide support to the supervisor of the department as required.

Safety Responsibility:

- Conduct yourself to ensure your own safety as well as the safety of your co-workers
- Complete tasks in compliance with NBOHS Act and Regulations
- Adhere to Safety Policies of Saint John Energy
- Adhere to Standard Operating Procedures and Business Methods/Practices
- Accept and use safety training
- Participate fully in all safety activities and safety improvement initiatives
- Work cooperatively with co-workers, supervisors and JHSC

Critical Tasks:

- Responsible for the day-to-day administration of Saint John Energy rental programs
- Ensures work orders are completed accurately prior to posting
- Coordinates rental program inventory and stock
- Acts as liaison between contractors and Saint John Energy
- Participate in an on-call evening and weekend rotation to support water heater technicians
- Provides support to the supervisor as directed and required

Reports To: Supervisor Consumer Products and Business Development

Pay Band Identifier: 6

Duties:

- Supports the Vision, Mission and Guiding Principles of Saint John Energy
- Schedules rental installations and service on a daily basis as required
- Acts as liaison between our Installation Contractors and SJE on a daily basis
- Maintain accurate spreadsheets and records (contracts)
- Analyze monthly reports for customer account, billing and inventory accuracy
- Assists in the preparation of quarterly reports for the Commission
- Assists in displays and representing Saint John Energy at home shows and other events as required
- Collects on delinquent rental and loan accounts
- Responsible for the day-to-day administration of Saint John Energy's loan program
- Prepare warranty claims for product suppliers
- Supports the Supervisor as directed
 - Performs safety and workplace inspections
 - Ensures proper usage (through GPS review), maintenance and cleanliness of departmental vehicles
 - Ensures shop is organized and that tanks are properly refurbished and/or labeled
 - Responsible for completion of incident reports including follow up actions that may be required
 - Assist in inventory counting and balancing
 - Provides support to technicians as required
- Various other duties as required

Working Conditions:

- 40 Hours per week (Flextime optional with approval)
- Required to carry after-hours mobile phone on a rotational basis
- Frequent interruptions to routine
- May be required to work overtime
- Mostly inside office environment
- Sitting and standing for moderate periods
- Ability to work with little supervision

Employment Requirements:

- Completion of post-secondary education, or equivalency
- Proficient in a computer environment
- Strong ability to multi-task
- Duties require accuracy and attention to details at all times
- Strong verbal communication skills
- Strong customer service skills

File Name: Consumer Products Lead 2018