



July 24, 2026

ENWIN Utilities Ltd., is currently accepting applications for the vacant position of:

Director Customer Care

Location: Windsor, ON (Hybrid)

Reporting to the Chief People Officer, the successful applicant will be responsible for the direction, guidance, and administration of the Customer Care operations inclusive of the Customer Service Centre; Billing; Switchboard and Corporate Communications and Public Relations; with a commitment to achievement of the highest standards of customer service while demonstrating a dedication to the principles of efficiency; productivity; safety; protection of company revenue and cost effectiveness. This position also supports the Privacy Officer in managing all privacy related matters and as a member of senior management is responsible and accountable for the leadership, development and implementation of Key Corporate Objectives.

The key responsibilities include and are not limited to: leading the development and review of Customer Care, Billing and Corporate Communications/Public Relations goals and objectives ensuring these are aligned with departmental strategies, policies, workforce, succession planning, regulations and corporate goals and objectives, with particular emphasis on the strategic priority of Customer Service Focus; identifying, developing, and implementing process improvements and system technologies related to productivity efficiencies; collaborating on the establishment of Corporate and Departmental Key Performance Indicators; recruiting and coaching and developing staff and monitoring their performance; creating, implementing and overseeing departmental policies, procedures and strategic communications plan, ensuring alignment with the financial, regulatory, safety, and corporate goals; is a source of information for all key stakeholders on matters related to Customer Service, Billing and Corporate Communications/Public Relations which includes the need for briefings and reports for the CEO, Chief Officers, City Councillors and executives; represents ENWIN with respect to escalations from political entities, regulatory agencies, ENWIN's senior management team, and customers; has overall responsibility for development, management and justification of Customer Care, Billing, and Corporate Communications/Public Relations budgets including provision of electricity rate application evidence and justification for areas of responsibility when required.

The successful applicant must have the following skills and competencies:

- University Degree in Business, Communications, or related field. An equivalent combination of education and experience may be considered.
- Minimum 5 years of progressive leadership experience in customer care, billing, operations, or a related field, including experience leading teams and driving service excellence.
- Experience in a regulated utility environment is strongly preferred, including knowledge of billing practices and service delivery models.



- Proven leadership capabilities including effective communication; collaboration; accountability; customer focus; managing change; and capacity to inspire, coach, empower and engage team towards common vision.
- Strong knowledge and ability to develop and manage budgets.
- Experience leading within a unionized environment and fostering positive and productive labour relations.
- Experience and formal training in communicating with the media.
- Demonstrated ability in circumstances requiring excellent verbal and written communication skills, tact, diplomacy, creativity and conflict resolution skills.
- Proven ability to make timely and effective decisions.
- Demonstrated awareness of current business issues, trends and priorities.
- Skill and aptitude with business technologies, enterprise systems, Customer Information Systems, with the ability to adapt to new digital platforms and applications.

Salary Range for Qualified Candidates: \$170,495 – \$189,439.

Qualified applicants may apply at <https://www.applicantpro.com/openings/enwin/jobs> up to and including **Monday, August 17, 2026. Please quote File #EWU-26-01-043 on application.** Although all applications are appreciated, only those candidates selected for an interview will be contacted.

ENWIN Utilities Ltd. provides accommodation in accordance with applicable laws through all stages of the hiring process. If you require accommodation for any part of the application and hiring process, please advise the Human Resources Department.

ENWIN believes there is significant value in the diversity within our workforce and we are committed to continually enhancing and improving diversity and inclusion throughout our organization. As an equal opportunity employer, we encourage all qualified individuals to apply for employment opportunities and believe that strength flows from our individual differences and enables us to effectively serve our community.