

Management and Exempt Role Description

Job Title: Operations Process Lead	Band: 3
Department: Customer Service & Information Systems	Job Family: Corporate Services
Division/Business Area: Gas	Date: January 19, 2022

Job Summary:

Reporting to the Customer Applications Support Manager, this position is responsible for providing internal consulting to support business unit processes and related information technologies. This includes the SAP Customer Relationship and Billing (CR&B) and Industry Solutions for Utilities Customer Care and Service (ISU/CCS) modules and supporting technologies.

Key Accountabilities:

Provide internal consulting services to support the growth and sustainment of the SAP Industry Solution Utility (ISU/CCS modules). Work as a team member of the Customer Service Applications team to provide support of Customer Service business unit processes and related information technologies, including SAP ISU, SAP CRB, BW/BOBJ and digital customer facing tools. Responsible for providing sustainment and enhancement services to Customer Service and other associated business units.

Work with the end-user business units to maintain a high level of awareness of their business strategies. Drive solution delivery to contribute to the success of these strategies and continuously improve the efficiency and outcomes of their processes. Work with internal and external resources to identify, develop and recommend alternative solutions to problems identified by users. Quickly and effectively implement solutions, ensuring solutions are thoroughly tested and documented before promoting to the Production environment. Conduct technical research, analyse data and work with internal and external resources to resolve complex technical issues.

Implement the changes required to integrated systems or to the business processes, to support approved enhancements and projects. Support the planning and direction of unit, integration and regression testing to ensure new functionality works as expected and that existing processes that may be affected continue to perform as before. Develop the skillset of business owners and key users by providing knowledge transfer and training. Work with Business Managers to address requirements for end-user training, such as training design, training material and course content.

Provide technical leadership ensuring that the company extracts maximum value from SAP-CRM, integrated processes and other Customer Service business unit information technology platforms. Give direction to internal and external resources, as well as, lead small cross-functional teams, to resolve technical problems, implement enhancements and evaluate opportunities. Identify, develop and recommend alternative solutions. Manage activities of the functional team resources, including consultants, to ensure they are performing tasks according to the approved release plan. Communicate to stakeholders any constraints such as timing and budget that will impact the scope of the release. As well as prioritize activities across all the business units that rely on SAP-CRM and other customer facing applications.

Work with new implementation projects to seamlessly integrate the new functionality into the existing design of processes, business rules and configuration. Communicate with Business stakeholders, User Groups, coaches and key users regarding the work plans of the Customer Service Applications team, progress, issues and information regarding planned and potential new functionality.

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Education and Experience:

Bachelor's degree in an appropriate business area from a recognized program, SAP Certification (Utilities, CRM or core logistics modules), plus minimum five (5) years recent, related experience including experience with SAP-CRM applications and ancillary customer facing systems and tools, customer information systems or an equivalent combination of education, training and experience. An equivalent combination of education, training and experience may be considered.

Knowledge of Utility business processes, including contact centre, billing, sales and customer facing technologies.

Detailed knowledge, including configuration experience, of SAP CRM, ECC and other FortisBC Enterprise applications.

Knowledge and understanding of billing interface technologies, customer touch points, and delivery channels.

Knowledge and understanding of business analysis principles and methodologies

Experience with interfacing between SAP and other systems (internally and externally)

Understanding of SAP ISU device management principles

Knowledge of large integrated corporate systems from a functional and technical standpoint

Strong analytical, problem solving and interpersonal skills

Planning and organizational skills

Presentation and negotiation skills

Demonstrated ability to effectively interpret requests and analyse information

Demonstrated ability to establish and maintain effective working relationships

Demonstrated ability to lead small to medium technical implementation projects

Demonstrated ability to communicate effectively both verbally and in writing

Demonstrated ability to provide leadership to staff

Demonstrated ability to manage competing priorities and demanding work schedules

Leadership Competencies:

Ability to **drive for results** through planning, alignment, execution, and customer experience/responsiveness

Ability to **make optimal decisions** through accountability, judgement, problem solving, prudent risk taking, market/industry awareness, and maintaining customer focus

Ability to **drive and implement prudent change** through continuous improvement, challenge the status quo/innovation, flexibility/adaptability and customer value – innovative customer solutions

Ability to **build working relationships** through respect & integrity, open communication, teamwork, negotiation/influence and customer relationship management

Ability to **lead high performance** through leading by example & initiative, continuous learning & coaching, measuring, rewarding & recognizing, customer service

Approval:

Michelle Carman	Director, Customer Services	2021
<i>Manager Signature</i>	<i>Job Title</i>	<i>Date</i>



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