

Senior Customer Accounts Representative

Grimsby Power is located in the Town of Grimsby, between the cities of Hamilton and St. Catharines. Grimsby Power services over 11,250 customers and is committed to providing the Town of Grimsby with an economical, safe and reliable supply of energy.

Reporting to the Regulatory and Customer Accounts Supervisor the Senior Customer Accounts Representative provides the highest level of service to our customers. This senior position requires the highest level of interaction with customers along with an increased level of responsibility, while demonstrating a personal commitment to provide timely and professional service to all our customers, internal and external.

DUTIES:

- Responsible for invoicing large accounts, retailers, Microfit and FIT ensuring accurate current accounts;
- Work within and identify performance issues with the CIS System;
- Rate testing for rate changes and programming changes as required;
- Execute dunning run and related dunning tasks such as disconnection notices, field collections, disconnections, letters of credit and bankruptcies;
- Review small and large business accounts each year to ensure the appropriate rates are being applied;
- Provide Support for Customer Accounts Representatives when dealing with difficult customers;
- Problem solving and trouble shooting for complex customer accounts;
- Assist with orientation of staff into the Customer Service Environment;
- Provides call centre services to assist with power outage/trouble calls and emergencies;
- Participate in review of departmental procedures to ensure workflow, productivity and improvement. Identify process improvements that will better departmental efforts;
- Customer Accounts Representative duties as required;
- Follow corporate procedures and processes;
- Follow safe work practices in the department;
- Update Grimsby Power's website with revised billing rates and forms as required;
- Performs other duties as requested or required.

QUALIFICATIONS:

- Previous experience with invoicing electricity customers;
- Minimum of Grade 12 Secondary School Diploma, or equivalent;
- Post secondary education, at a recognized College or University, in Business or Office Administration would be an asset;
- Ability and experience to be able to provide direction and assistance to other Customer Service employees;
- Demonstrates a desire to improve customer service level;
- Positive customer interactions;
- Excellent oral and written communication;
- Computer proficiency in a Windows environment, word processing, spreadsheet and database applications;
- Valid "G" driver's license.

Qualified applicants are invited to apply in confidence, by submitting a letter of introduction and a resume, stating education, work experience and references, by **Friday, January 12, 2018** to:

Human Resources
Grimsby Power Incorporated
231 Roberts Road
Grimsby, ON
L3M 5N2
Email: careers@grimsbypower.com
Fax: 905-945-9933

No phone calls please. Grimsby Power is an equal opportunity employer. We thank all applicants for their interest; however, only those selected to be interviewed will be contacted.