

Customer Accounts Representative

Grimsby Power is located in the Town of Grimsby, between the cities of Hamilton and St. Catharines. Grimsby Power services approximately 11,900 customers and is committed to providing the Town of Grimsby with an economical, safe and reliable supply of energy.

The Customer Accounts Representative is responsible for the complete and accurate processing of customer account information, billing, and collections. This includes all manual and computerized data input, calculations, general clerical functions, and correspondence involved in providing these services, in accordance with corporate policies and procedures and Ontario Energy Board regulations.

It is the goal of the Customer Accounts Department to provide timely and professional service to all our customers, internal and external.

ORGANIZATIONAL RELATIONSHIP:

- Reports to the Regulatory & Customer Accounts Supervisor.
- Works in close cooperation with all Grimsby Power personnel and contractors.

DUTIES:

- Maintains frontline support for customers regarding their account including general customer inquiries, processing customer requests for new accounts, managing existing accounts for move in/out requests, cancellation of services and final bills.
- Maintains accurate customer account data.
- Responsible for attaining electricity consumption data from the MDM/R or other technical systems.
- Performs the billing process including preparation of invoices for bill print file for subcontractor printing/on-line presentment.
- Performs any follow up required for unsuccessful reminder phone calls and/or e-mails.
- Establishes equal billing amounts and payment arrangements with customers. Performs periodic reviews on budgeted amounts, making modifications and notifying customer as required. Performs annual review and processes reconciliation bill adjustments.
- Performs collection procedures on all past due accounts including finalized accounts in a non-discriminatory manner. Maintains and monitors the collection timelines and ensures proper notification to customers as deemed by the Ontario Energy Board.
- Prepares written correspondence via letter or email.
- Provides customer care for walk-in customers.
- Prepares Pre-Authorized Debit file for financial institution weekly.
- Provides customer support for consumption and e-Billing inquiries.

- Initiates disconnection and subsequent reconnection procedures. Schedules appropriate field personnel for completion of disconnection and reconnection of electric services. Maintains list of disconnected services and notifies appropriate after hours On-Call field personnel. Advise owners, when necessary, with regard to inspection requirements as required by legislation.
- 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.
- Follow corporate procedures and processes.
- Follow safe work practices in the department.
- Performs other duties as requested or required

QUALIFICATIONS:

- Computer proficiency in a Windows environment, word processing, spreadsheet and database applications.
- 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.
- Experience in a customer service environment would be an asset.
- Excellent interpersonal, communication, and organizational skills required.
- Valid "G" driver's license.