

Senior Customer Accounts Representative (Part Time)

Grimsby Power is located in the Town of Grimsby, between the cities of Hamilton and St. Catharines. Grimsby Power services over 11,700 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 a high level of accuracy and attention to detail 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 commercial accounts, retailers, Microfit and FIT customers ensuring accurate current account information up to date contact information for all retailers.
- Works within the CIS system and identify performance issues.
- Testing for rate and programming changes as required.
- Execute dunning run and related dunning tasks such as disconnection notices, field collections, and disconnections for large commercial customers.
- Monthly final collections for closed accounts and submission of information to the collection agency.
- Quarterly review of equal payment plan balances to ensure balances are aligned with customer consumption.
- Review small and large business accounts annually, or as requested by the customer, to ensure customers are included in the appropriate rate class and category.
- Compile customer letters regarding rate or program changes.
- Provide regular phone support for customer accounts.
- Provide back up for the input of customer payments as required.
- Problem solving and troubleshooting for complex customer account and retailer issues.
- Monthly unbilled, consumption and other statistical reporting as required.
- Act as the main contact for the Affordability Fund program, which includes follow up with customers and the submission of the monthly invoice to AFT.
- Provide support to assist during power outages/trouble calls and emergencies.
- Assist with orientation of staff into the Customer Service Environment.
- Update and maintain procedures for the Customer Accounts department.
- Participate in review of departmental procedures to ensure workflow, productivity and improvement. Identify process improvements that align with

- department goals and regulatory compliance.
- Provide work orders to the Engineering department for new services, stale meter investigations etc.
 - Update Grimsby Power's website with revised information as required.
 - Customer Accounts Representative duties as required.
 - Follow corporate procedures and processes.
 - Follow safe work practices in the department.
 - 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 July 26, 2020 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.