

## REQUIREMENTS FOR ALL SUMMER STUDENTS:

To be considered for summer student employment with Synergy North, students must have been attending school on a full-time basis for the 2018-19 school year, and be returning to full-time studies for the 2019-20 school year.

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## **CUSTOMER SERVICE – *one position***

### **Qualifications:**

- Enrolled in a post-secondary program and returning as a full-time student in the fall of 2019.
- Knowledge of Windows and Microsoft Office software.
- Must be self-motivated and a quick learner.
- Able to work in a team environment.

### **Preferred Qualifications:**

- Experience in data entry and frontline customer service an asset.
- Organizational and/or prioritization skills.
- Excellent interpersonal/communication skills.
- Knowledge of Windows 7

### **General Duties:**

- Answer, in person, on the phone or in writing, enquiries from customers.
  - Analyze consumption to determine account security deposits and process cash and debit payments.
  - Responsible for the collection of outstanding customer accounts including drafting customer payment arrangements.
  - Dealing with and/or resolving all customer billing and consumption inquiries and/or concerns.
  - Providing customers with information on, and the promotion of, energy conservation programs, electricity consumption, market trends, smart metering, provincial Time of Use pricing, payment plan options and the role of retailers in the market.
  - Perform other related duties as assigned.
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**HOURLY RATE: \$15.38 (May 1, 2018 rates)**

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**INTERESTED STUDENTS ARE TO SUBMIT THE FOLLOWING DOCUMENTS BY EMAIL to [recruit@synergynorth.ca](mailto:recruit@synergynorth.ca). Please indicate the POSITION APPLY FOR and include the following:**

- **COVER LETTER & RESUME**
- **COMPLETED TBHYDRO “SCHOOL VERIFICATION OF ENROLMENT FORM” (download blank copy from <http://www.synergynorth.on/Careers>) or Enrolment Verification Form provided by their respective post-secondary institution.**

**NOTE THAT ALL SUCCESSFUL CANDIDATES WILL BE REQUIRED TO SUCCESSFULLY COMPLETE A POLICE INFORMATION CHECK (PIC) AS A CONDITION OF EMPLOYMENT. INFORMATION REGARDING THE PROCESS TO COMPLETE THE PIC WILL BE PROVIDED AT THE TIME THAT AN OFFER OF EMPLOYMENT IS MADE TO THE SUCCESSFUL CANDIDATE.**

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**Deadline for Applications: 4:00 p.m. , February 22, 2019**