

Internal & External applications, including a detailed resume and outline of qualifications, will be reviewed starting on Friday, September 29, 2023, and will continue to be accepted by the Human Resources & Safety Division until the position is filled.

Note: Please submit your application electronically to recruit@synergynorth.ca

CUSTOMER SERVICE CLERK (Part-time / On-Call)

Customer & Information Services Division

Office Staff Collective Agreement

Group III Schedule "B": \$20.4279 to \$25.5349 /hour (May 1, 2023 rates)

POSITION SUMMARY:

Under the general direction of the Customer Service Supervisor, the Customer Service Clerk is responsible for handling varied customer service enquiries and requests.

- Answers, in person, on the phone or in writing, enquiries from customers.
- Provides customers with information on, and the promotion of, energy conservation programs, electricity consumption, market trends, smart metering, provincial Time of Use pricing, MyENERGY Portal, payment plan options and the role of retailers in the market.
- Performs administrative work required to set up and maintain customer accounts.
- Analyzes 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.
- Deals with and/or resolves all customer billing and consumption inquiries and/or concerns.
- Researches account variances and contacts customers to resolve variances.
- Processes Electrical Safety Authority inspections and Micro-FIT contracts.
- Enters, distributes, finalizes, and tracks service orders.
- Performs such other related duties as may be assigned.

QUALIFICATIONS:

Mandatory:

- Secondary school diploma and 3 years of relevant customer service experience; or an equivalent combination of education and experience.
- Experience with Windows and Microsoft Office software applications including Word and Excel.
- Self-motivated and a quick learner.
- Excellent verbal and written communication, customer relations, and interpersonal skills with a commitment to continuous improvement and teamwork are required.
- Flexibility, problem-solving ability and the aptitude to handle multiple and shifting priorities is required.

Preferred:

- Experience with HTE database systems.
- Experience in data entry and frontline customer service an asset.

Conditions of Employment:

- Must be willing to work out-of-town and/or remotely, and be available during peak vacation periods, on an on-call basis, extended hours, and/or work overtime as required.
- Successfully complete a Police Information Check.

TESTING To confirm ability for the position, applicants may be required to take tests related to the job requirements and duties of this position which may be conducted by an independent third party.
