

CUSTOMER SERVICE CLERK One position located in Thunder Bay

QUALIFICATIONS

- Enrolled in a post-secondary program and returning as a full-time student in the fall of 2026.
- 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 operating systems.

GENERAL DUTIES

- Answer, in person, on the phone or in writing, enquiries from customers.
- Performs outbound calls and emails to customers or service contractors as needed.
- 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.

CONDITIONS OF EMPLOYMENT

- Must successfully complete Police Information Check

HOURLY RATE: \$22.27

Students are to submit the following documents by email to recruit@synergynorth.ca

Please indicate the position you are applying for in the subject line and include:

1. Cover Letter & Resume – together in one PDF document
2. Completed SYNERGY NORTH “School Verification of Enrolment Form”
Download the form from <http://www.synergynorth.ca/careers> and provide an Enrolment Verification Form provided by your post-secondary institution.

Deadline for Applications: February 16, 2026