

April 29, 2025

JOB POSTING

Customer Service Representative – FULL TIME (35 Hours per Week)

Customer Service Representative – TEMPORARY FULL TIME 12 – 18 MONTHS (35 Hours per Week)

Essex Powerlines provides safe, reliable and economical electrical distribution and service to over 30,000 customers within the four municipalities Amherstburg, LaSalle, Leamington and Tecumseh. The foundation to empower our vision is based on a ***dynamic and progressive workforce*** that are ***industry leaders in providing 'best of class' business solutions*** in the delivery of service to our customers.

We are presently inviting applications for **one Full-Time** and **one Temporary Full-Time** position of:

CUSTOMER SERVICE REPRESENTATIVE

SUMMARY OF DUTIES:

Reports directly to the Supervisors of Billing and Customer Service as required. The Customer Service Representative is responsible for aspects of Billing, Customer Account Collections and Customer Service as it relates to energy and miscellaneous services supplied by Essex Powerlines Corporation.

WORK PERFORMED

Operate the Customer Information System (currently using the Harris system).

Prepare and process regular billings for all accounts in accordance with established billing & due dates as and when required.

Process service orders related to final billings, new customer accounts, miscellaneous charges, etc.

Statistical information gathering & reporting to appropriate departments.

Understand and be able to explain all aspects of customer billing to customers such as hydro (kilowatt-hours/demand/unbundled bill) water, sewer and ancillary charges.

Meet and speak with customers and public in a cordial, appropriate and knowledgeable manner and be neat in appearance at all times.

Handle telephone calls in a timely and efficient manner from customers relating billing and or customer service.

Analyze customer accounts regarding consumption vs. prior month and prior year.

Miscellaneous data input and clerical duties as directed.

Other related duties as required as assigned by Management.

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SKILLS AND ABILITIES:

Computer and technology literate (Microsoft Suite of Products, including Word and Excel, Internet). Familiarity with Harris Customer Information System.

Grade 12 diploma and 1 – 2 years billing and customer service experience.

Knowledge of the Ontario electricity industry.

Must be able to manually calculate residential and commercial hydro, water and sewer billings.

Professional demeanor with ability to multi-task.

Self-starter with ability to work without supervision.

Shows initiative and ability to make sound decisions, is flexible and responsible

Excellent interpersonal and communication skills are required along with personality, confidence and background to work in a total team environment.

NOTE: All of the above subject to testing and validation

Essex Powerlines Corp. offers a competitive compensation and benefits package and pension plan in accordance with the Collective Agreement. (I.B.E.W Local 636 Essex Powerlines Corp)

Interested applicants are invited to submit in confidence a cover letter and a detailed resume as a single document (**saving file as your last name and first name with no spaces**) by May 9, 2025 to

recruitment@essexpower.ca

Please note CUSTOMER SERVICE REPRESENTATIVE in subject line

Essex Powerlines Corporation is dedicated to promoting diversity, equity, inclusion, and belonging in the workplace. To achieve this, we strive to create a supportive work environment and a culture that welcomes everyone and encourages equitable opportunities for all employees, and we encourage all qualified individuals to apply for employment opportunities.

Essex Powerlines provides accommodation in accordance with applicable laws through all stages of the hiring process. If accommodation is required for any part of the application and selection process please advise Human Resources.

We thank all applicants for their interest; however, only those candidates selected for an interview will be contacted.