



Customer Service Representatives (2 full-time positions available)

E.L.K. Energy Inc. is a Local Distribution Company serving the communities of Belle River, Comber, Cottam, Essex, Harrow and Kingsville. We are currently accepting applications for the position of Customer Service Representative.

Reporting to the Supervisor of Customer Service & Business, the successful candidates will be responsible for call centre duties, billing, payment and cash processing, collection and other support services.

This position is a full-time union position with compensation based on the IBEW Collective Agreement. Hours of work are from 8:30 a.m. until 4:00 p.m., Monday-Friday with a 30-minute lunch.

Main Responsibilities

- Provide exceptional customer service and lead by example;
- Answer customer inquiries and convey information accurately and consistently following policy and procedures;
- Review data and process customer bills;
- Input, review and validate customer account information in the Customer Information System;
- Maintain confidentiality over customer issues and concerns, including collection matters; and,
- Other duties as assigned

The ideal candidates will possess the following minimum attributes, skills and qualifications:

- Successful completion of Secondary School Diploma – OSSD or recognized equivalent; a post secondary education in a related discipline would be considered an asset;
- Previous experience with a utility and/or a Customer Information System (CIS) would be considered an asset;
- Must possess strong customer relations skills, including verbal and written communication, as well as telephone etiquette skills;
- Must possess strong computer skills and have experience with Windows, Microsoft Office (Excel, Outlook and Word);
- Requires good organization and analytical skills and the ability to work under pressure to meet deadlines and adapt to ongoing industry changes;
- Requires cash handling skills and the ability to multi-task; and,
- Must possess and maintain a valid Class 'G' Ontario Drivers' License

All of the above responsibilities and qualifications may be tested.

Qualified applicants may submit their application up to and including **Monday, June 19, 2023**.

Applicants must apply through the link below:

<https://ca.indeed.com/job/customer-service-representative-f6c74ef4a47770fa>

E.L.K Energy is an equal opportunity employer and is committed to a workplace culture that fosters inclusion and respect. Applicants who have been contacted for an interview, and who require accommodation during the recruitment process under the Human Rights Code or the Accessibility for Ontarians with Disabilities Act, should contact 519-776-5291. While we appreciate all applications received, only those invited for an interview will be acknowledged. Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment.