



## Customer Service Representative St. Thomas, Ontario (Internal/External Posting)

**Entegrus Powerlines** operates and maintains electricity distribution systems for over 60,000 customers in Southwestern Ontario. We are committed to operating with local values in mind, while delivering safe, reliable, and exceptional service to our customers, partners, and communities. A core value of Entegrus is having inspired and empowered people and Entegrus is the recipient of the 2021 Local Distribution Company Performance Excellence Award from the Electricity Distributors Association.

Entegrus Powerlines, a progressive company dedicated to providing the highest level of service and a positive work environment, requires a Customer Service Representative for its St. Thomas office. Reporting to the Senior Manager of Customer Service, this position provides all aspects of customer service, including billing, collections and account services.

### MAIN RESPONSIBILITIES:

- Provide exceptional customer service and lead by example
- Answer customer inquiries and convey information accurately and consistently following departmental policy and procedures
- Review data and process customer bills for electricity and water
- Input, review and validate customer account information in the customer information system
- Maintain confidentiality over customer and staff issues and concerns
- Other duties as assigned

### QUALIFICATIONS:

- **Education:** Possess a Grade 12 Graduation Diploma. A college diploma in Business Administration or a related field would be considered an asset.
- **Experience:** Minimum of two years of experience in a position providing customer service. Experience in a computerized office environment. Experience utilizing a Customer Information System (C.I.S.) while providing customer service would be considered an asset.
- **Knowledge:** Working knowledge of Enterprise Resource Planning (E.R.P.) Systems. Experience with the NorthStar C.I.S. system, or other C.I.S. systems, is considered an asset.
- **Skills:** Must have strong inter-personal and communication skills, as well as excellent telephone / customer service skills to respond professionally and optimize First Contact Resolution. Must have strong attention to detail. Ability to work with spreadsheets for analysis, including pivot tables, is considered an asset. Ability to work well under time pressures.
- **Other:** Must have the ability to work effectively and efficiently in both a team environment and independently.

All of the above responsibilities and qualifications may be tested.

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

All interested candidates must apply to the following e-mail address: [entegrusjobpostings@entegrus.com](mailto:entegrusjobpostings@entegrus.com). Only those applications submitted to this e-mail will be accepted and considered.

The closing date for all applications is 4:30pm on **August 2, 2022.**

Entegrus is an equal opportunity employer, committed to fair and accessible employment practices that attract and retain talented employees. Should you require accommodations during the recruitment process, please contact Human Resources at 519-352-6300. All information is collected under the authority of the Municipal Freedom of Information and Privacy legislation and will be used strictly for the purpose of candidate selection. We thank all candidates in advance; however, only those candidates selected for an interview will be contacted.