**NOTICE**

**Job Title: Customer Service Representative**

**Reports to: Business Manager**

**Nature of Position**

Rideau St. Lawrence Utilities (RSLU) is seeking a Customer Service Representative that is of high integrity, takes ownership, and someone who cares. At our family like workplace, we care for each other and have outstanding compensation and benefits.

Reporting to the Business Manager, the Customer Service position will include but not be limited to, the following responsibilities.

**Essential Duties and Responsibilities Specific to this opening**

* Perform and maintain all processes related to the production of customer utility bills
* Investigate billing inquiries and perform any corrective action
* Prepare Final Bills, move orders, and set up of customer accounts
* Calculate customer budgets and review as required
* Receive customer payments and complete postings to customer accounts
* Prepare and balance billing journals and their stat code reports
* Provide support to Collection/Administration Clerks, other Billing Clerks, field service personnel and customers
* Maintain a knowledge of Ontario Energy Board regulations that apply to billing and customer service
* Providing customer service in person, online, and by telephone
* Locate and read water meters, enter meter readings for final, regular, or other billing meters as assigned. Complete and leave meter reading cards as required.
* Verify metering and billing information at each location.
* Provide general information at the request of each customer.
* Receive customer complaints in the field during the normal course of meter reading; be competent and courteous in explanations. Maintain and promote good company relations when engaging customers.
* Maintain and secure a system of keys for access to private properties.
* Make decisions based on company policies, guidelines and basic customer service principles.
* Other duties as assigned

**Required Knowledge and Education:**

* Post secondary certification in Accounting or Business Administration is preferred
* Experience in customer service
* Driver’s License G with clean driving abstract
* Consideration will be given to equivalent experience

**Skills:**

* Ability to work independently and effectively with other staff and the public
* Ability to prioritize, plan and organize
* Effective customer service with internal and external stakeholders
* Attention to detail
* Functional with MS 365/office applications, ERP and CIS systems

**Shift & Normal Work Week:**

* The normal work week shall be thirty-five (35) hours per week consisting of five (5) days of seven (7) hours each from Monday to Friday inclusive between the hours of 08:30 and 16:30 with a one (1) hour lunch break.
* Overtime as required.

**Wage Rate or Range: per collective agreement**

* under the classification of Customer Service Representative

Please email your resume by 4:30 pm September 23rd to rslu@rslu.ca.