

WELLAND HYDRO-ELECTRIC SYSTEM CORP.

Requires a

CUSTOMER SERVICE REPRESENTATIVE (CSR) – SUMMER STUDENT

Welland Hydro-Electric System Corp. is a progressive electric distribution utility and we deliver safe, reliable quality electricity and customer service to meet the needs of our customers in the City of Welland.

Job Purpose

A Customer Service Representative Summer Student is a “front line ambassador” for Welland Hydro-Electric System Corp. addressing customer calls, enquiries and issues in an efficient and courteous manner.

Main Responsibilities:

Reporting to the Director of Customer Service, you will be responsible to:

1. Communicate & educate customers with thorough & accurate information regarding: industry changes; billing; collections; service information; final readings; service changes; conservation; power supply issues; past due accounts; payment arrangements and disconnections of service.
2. Welcome new customers.
3. Co-ordinate, and schedule service changes, new services, work orders and service instructions orders within the organization to ensure efficient transitions.
4. Process payments from customers.
5. Ensure pertinent data received from customers is accurately documented on the customer's account within the CIS system.
6. Maintain a high level of confidentiality and privacy of customer and other WHESC information as per PIPEDA, the Privacy Act, MFIPPA and the WHESC Code of Conduct.
7. Work in a manner that exceeds the requirements of the company's health & safety policies, rules, systems and procedures and government legislated, Occupational Health & Safety Act.
8. Perform other duties as assigned.

Qualifications & Requirements:

1. Experience working within a customer service centre environment with the demonstrated ability to complete accounts receivable transactions.
2. Exceptional communication skills in English and bilingual in French would be an asset.
3. Experience resolving customer concerns within a customer service centre environment.
4. Able to deal efficiently and professionally with customers on the phone and in person.
5. Must possess and demonstrate accuracy, organization and the ability to be a self-starter.
6. Able to handle multiple priorities in a fast-paced, dynamic environment.

7. Demonstrated ability to maintain a high level of confidentiality; this includes a high degree of integrity and trust.
8. Experience working in the electricity industry would be an asset.
9. Health and Safety training would be an asset.
10. Must be able to sit for long periods of time.
11. Must be returning to a post-secondary institution in the fall of 2020.

Applicants are invited to submit a detailed resume outlining qualifications, in confidence by 1:00 pm March 30, 2020 to:

careers@wellandhydro.com

Subject: Customer Service Representative – Summer Student

Attention: Director of Customer Service & Employee Relations

Please advise if any accommodations are required for the application or interview process for the advertised position as per the Accessibility Act.

We thank all applicants in advance but only those to be interviewed will be contacted.

In accordance with the Municipal Freedom of Information & Protection of Privacy Act, all information is collected under the authority of the Municipal Act, 2001, and will only be used during the selection process for the subject posting.