

CUSTOMER CARE REPRESENTATIVE PART TIME – CONTRACT (3 position)

Elexicon Energy is the fourth largest municipally owned electricity distributor in Ontario, providing reliable energy services to more than 169,000 customers. We power life's most meaningful moments, creating harmonious connections between experiences, people and the environments where they dwell. Through our safe and reliable services, we illuminate, move, grow, comfort, nourish, and educate, ultimately shaping stronger communities and a better world. Elexicon Energy was formed when two companies merged in 2019. We are building a vibrant brand and a strong organizational culture based on shared values.

This position initially reports to the Manager, Customer Care at the **Ajax location** and is responsible for the daily activities as follows:

DUTIES AND RESPONSIBILITIES

- + Respond to and record all Customer Experience related inquiries in accordance with internally established policies and procedures, and government regulations.
- + Perform Credits and Collection functions in a timely and empathetic manner and in accordance with internally established policies and procedures and government regulations.
- + Perform Billing and Retailer Relations functions in accordance with internally established policies and procedures and government regulations.
- + Liaise with internal and external contacts as required.
- + Inform Supervisor of issues related to maintaining optimum customer experience.
- + Coordinate and schedule the work activities of Customer Experience field staff and contractors.
- + Other duties as assigned.

KEY SKILLS & QUALIFICATIONS

- + Strong organizational skills and ability to multitask and prioritize in a fast-paced environment.
- + Professionalism, strong work ethic, confidentiality and Human Relations.
- + Ability to work with minimal supervision
- + Proficient in Microsoft Office applications (Microsoft Word, Microsoft Excel, Microsoft Outlook, etc.).

MINIMUM REQUIREMENTS

- + 3 to 5 years relevant experience.
- + Completed High School or equivalent.
- + Proficient in Microsoft Office applications (Microsoft Word, Microsoft Excel, Microsoft Outlook, etc.).

- + Demonstrated ability to work independently as well as part of a team in a fast paced work environment.
- + Demonstrated ability to deal effectively with customers in a variety of interactions (i.e., empathy skills, negotiating skills, personal resilience and flexibility, etc.).
- + Strong organizational and time management skills.
- + Strong analytical skills.

APPLICATION PROCESS

Interested and qualified applicants are encouraged to submit their resume to hr@elexiconenergy.com by **April 9 2021**. Please quote position title that you are applying for in the subject line of your email. Applicants, please note that accommodations can be provided upon request. Only the candidates who meet the qualification and experience for the position will be contact for an interview. We thank you for your interest in Elexicon Energy Inc.