

CUSTOMER CARE REPRESENTATIVE

(1 Full Time + 3 Part Time Temporary)

Elexicon Energy is the fourth-largest municipally owned electricity distributor in Ontario. Our mission is to provide our customers with reliable, affordable energy services and to continuously improve to meet their needs, while ensuring the needs of our shareholders are met through sustainable growth.

As the Customer Care Representative, the successful candidate will join Elexicon Energy's Customer Experience Team and will play a key role in our day-to-day operations, projects and initiatives that will support our vision of empowering the communities we serve and help customers seize opportunities to ignite a better future. This is an exciting time to join this growing team as we develop the strategies and plans to support a new brand and vision for customer centricity and operational excellence!

The successful candidate will display a track record that mirrors Elexicon Energy's values of safety, kinship, responsiveness, competence, and mindfulness; and will espouse our motto of "response-ability" in their approach to work:

This position initially reports to the Supervisor, 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.

EDUCATION, SKILLS, AND EXPERIENCE

- + 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.
- + 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.).

Interested and qualified applicants are encouraged to submit their resume to:

hr@elexionenergy.com by **October 5th, 2021**. Please quote position title and shift that you are applying for in the subject line of your email.

Please note that accommodations can be provided upon request. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in Elexicon Energy.