

CUSTOMER EXPERIENCE – STUDENTS (4 POSITIONS)

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 a Customer Experience Student, the successful candidate(s) 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.

These positions will report to the Supervisor, Customer Care and Manager, Billing at the Ajax location and is responsible for the daily activities as follows:

DUTIES AND RESPONSIBILITIES

- + Liaise with internal and external contracts.
- + Assist with special projects within the department.
- + General office assistance, data entry and updating accounts.
- + Support the Credit team in meeting all OEB obligations.
- + 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.
- + Inform Supervisor of issues related to maintaining optimum customer experience.
- + Other duties as assigned.

EDUCATION, SKILLS, AND EXPERIENCE

- + Post-Secondary enrollment requirement (Minimum Grade 12 students going to College or University in September 2022).
- + 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.

APPLICATION PROCESS

Please include the following details when submitting a resume and quote the position title that you are referring someone too.

- Relationship to employee
- Date available for work and expected return to school date
- University/College attending in September 2022
- Degree/Diploma Program
- Year completing

* Please note students will not be placed in a department where there is a direct reporting relationship to their parent or relative.

Please note: Elexicon's Vaccination Policy requires confirmation of full vaccination status as a condition of employment.

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

hr@elexiconenergy.com. 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.