

CUSTOMER CARE REPRESENTATIVE, BILLING

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.

WHY JOIN OUR TEAM?

At Elexicon Energy we believe in living and leading our values through our daily actions. Our people are passionate about what they do and are engaged in day-to-day operations, projects and initiatives to support Our Why of empowering the communities we serve and helping customers create the possibilities that energize their future. This is an exciting time to join our growing team as we develop the strategies and plans to support a new brand and vision for customer centricity and operational excellence!

This position reports to the Supervisor, Billing at the Ajax location and is responsible for the following activities:

DUTIES AND RESPONSIBILITIES

- + Maintains a positive, empathetic, and professional attitude toward customers at all times
- + Provides comprehensive customer experience through various contact channels to ensure one stop resolution
- + Responds promptly to customer inquiries and provide exceptional customer experience
- + Acknowledges and provides appropriate resolution to customer complaints, and works with supervisor as needed to attain optimal resolution
- + Documents records of customer interactions, account, and other activities
- + Executes Credit and Collection functions in a timely and respectful manner
- + Performs Billing and Retailer Relations functions in a proficient manner and ensures accurate bills are issued
- + Performs duties in accordance with all policies, procedures and government regulations
- + Maintains key performance indicators to support organizational goals that relate to optimal customer experience
- + Coordinates and schedules the work activities of Customer Experience field staff and partners
- + Generates, reviews, and analyzes reports to support business operations
- + Communicates and coordinates with colleagues and partners as needed
- + Provides feedback on the effectiveness of Customer Experience processes
- + Works effectively as a team to learn and support colleagues
- + Other duties as assigned

EDUCATION, SKILLS, AND EXPERIENCE

- + High School diploma or equivalent
- + 1 to 2 years relevant experience
- + Demonstrated proficiency with MS Office software suite, and the ability to learn new software as required
- + Strong organizational skills and ability to multitask and prioritize in a fast-paced environment
- + Professionalism, strong work ethic, confidentiality and team work
- + Ability to work with minimal supervision, demonstrate sound judgement, critically analyze, and resolve problems
- + Ability to deal effectively with customers in a variety of interactions
- + Adaptable quick learner

OUR COMMITMENT TO DIVERSITY, INCLUSION, EQUITY, AND BELONGING:

Elexicon Energy embraces and celebrates our collective diversity. We are committed to fostering an inclusive, diverse and equitable workplace built on respect, support and collaboration.

Elexicon Energy Inc. is an equal opportunity employer. We value an inclusive and supportive workplace which truly reflects the diversity of the communities we serve. We welcome all individuals to apply and do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, Indigenous/Métis status, or other legally protected status.

In accordance with the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005, accommodation is available upon request at any point during the recruitment process. If you require accommodation please email us at HR@elexiconenergy.com and we will work to meet your needs.

APPLICATION PROCESS

Interested and qualified applicants are encouraged to submit their resume to hr@elexiconenergy.com by June 27th, 2022. Please quote position title that you are applying for in the subject line of your email.

POSTING DATE	June 14, 2022	CLOSING DATE	June 27, 2022
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