



590 Steven Court, Newmarket, Ontario L3Y 6Z2
Tel: (905) 895-2309
Fax: (905) 895-8931
E-mail: nmhydro@nmhydro.ca
Web: www.nmhydro.ca

Newmarket-Tay Power Distribution Ltd.

CUSTOMER SERVICE REPRESENTATIVE (TEMPORARY – 1 YEAR)

JOB ID: FI-22-106

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers power with pride to almost 50,000 customers within the Town of Newmarket, Town of Midland and Tay Township. Headquartered in Newmarket, Ontario, NT Power has an additional office in Midland, Ontario, which is approximately one hour north of Newmarket along the shores of Georgian Bay.

We are seeking a motivated, collaborative individual to join our team as a **Customer Service Representative (Temporary)**, working in a team environment at our office in Newmarket, Ontario.

Position Summary

This position reports to the Customer Service Manager and requires good time-management skills to work effectively both independently and in groups and the ability to prioritize work while handling multiple tasks. The position has regular contact with customers, vendors and NT Power staff at all levels of the organization, therefore, the candidate must have excellent interpersonal, communication and influencing skills.

Applicants must be able to fulfill the following key responsibilities listed below:

KEY RESPONSIBILITIES

- Answer telephone calls, e-mails, and faxes in a timely manner, and directs them to the appropriate person or department.
- Use NT Power pre-approved forms and letters to communicate with customers and other entities, customizing as required.
- Proactively manage documentation and send welcome packages to new customers.
- Maintain call logging at the account level for Ontario Energy Board reporting.
- Schedule appointments for meter maintenance and creates the necessary service orders for read checks.
- Maintain customer accounts with updated information, documenting changes, disputes and/or communications.
- Investigate billing inquiries in a timely manner and assesses the eligibility for further assessment; refers the inquiry to their Supervisor until there is a resolution.
- Investigate variance checks for high and low consumption.
- Calculate Budget Amounts for Pre-Authorized Payment Plans and issues the required form letters.
- Complete adjustments to customer accounts when needed.
- Receive and Process payments on customer accounts.
- Collect service agreements and related security deposits or obtains a credit reference, consistent with NT Power's Condition of Service document
- Follow up on outstanding final bills and outstanding amounts, review deposit requirements regularly and adjusts, as necessary.
- Liaise with third-party Collection Agencies
- Assists in Credit Control functions for Final Disconnection, Collections and Disconnect Notices as per the OEB Customer Service Rules set out in the Distribution Service Code.
- Acts as backup to the Operations Clerk when required.

Compensation and benefits are as per the Collective Agreement.



590 Steven Court, Newmarket, Ontario L3Y 6Z2
Tel: (905) 895-2309
Fax: (905) 895-8931
E-mail: nmhydro@nmhydro.ca
Web: www.nmhydro.ca

Newmarket-Tay Power Distribution Ltd.

The successful candidate will have the following minimum qualifications essential to the position:

QUALIFICATIONS & REQUIREMENTS:

- 3 years' recent experience performing relevant work in a customer service or call centre operations.
- Excellent written and verbal communication skills
- Attention to detail and competent in math and numeracy skills.
- Knowledge of and experience in cash handling and balancing a till (cash drawer).
- Proficiency in Microsoft Office application (Word, Excel, Outlook, etc.), and financial applications.
- Excellent interpersonal, customer service and communication skills.
- Strong organizational and time-management skills
- Ability to work both independently and teams, setting priorities and handling multiple tasks.
- Education equivalent to full secondary school.
- Able to quickly adapt priorities when providing Ops Clerk support.

APPLICATION INFORMATION

If you are interested in this position and meet the qualifications, please submit your resume by visiting our Careers page at <https://ntpower.ca/careers>.

We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

Candidates are required to disclose NT Power employees who are immediate family members at the time of the interview.

The successful candidate will be required to obtain a criminal verification screening as a condition of employment.

APPLICATION DEADLINE FOR THIS POSITION IS JANUARY 6, 2023 by 4:30pm.

Newmarket-Tay Power Distribution Ltd. is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our LDC community. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance when applying through <https://ntpower.ca/careers>.