



## **CUSTOMER SERVICE REPRESENTATIVE (CONTRACT)**

**Job ID: CS-25-133**

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers electricity 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, approximately one hour north of Newmarket along the shores of Georgian Bay.

We require a dynamic, highly motivated, and proactive **Customer Service Representative** to work out of our head office in Newmarket. This is a contract position for 12 months and will be required to work in office daily.

### **POSITION SUMMARY**

The Customer Service Representative is responsible for serving customers within the scope of Newmarket-Tay Power Distribution Ltd. (NT Power) policies, procedures and its Conditions of Service document as they relate to account management, inquiries and the provision of billing services

### **DUTIES AND RESPONSIBILITIES**

- Communicates verbally and in writing in a friendly, polite and positive manner
- Answers calls to the NT Power call centre and directs all calls to the appropriate person or department
- Assists customers who may be angry, displeased or who have a complaint in resolving their issue and, if required, requests assistance from the Senior Customer Service Representative
- Answers letters from lawyers and customers in writing via email or fax, using NT Power pre-approved form letters and templates
- Uses NT Power pre-approved forms and letters to communicate with customers and other entities, customizing them through the insertion of information, as required
- Welcomes new customers by supporting with the set up process
- Maintains call logging at the account level for Ontario Energy Board reporting
- Maintains customer accounts with updated information, documenting changes, disputes and/or communications
- Investigates billing inquiries and follows through or refers them to their supervisor until there is a resolution
- Investigates variance checks for high and low consumption
- Calculates Budget Amounts for Pre-Authorized Payment Plans and issues the required form letters
- Completes adjustments to customer accounts when needed, using the approved form and forwards the information to the accounting department
- Creates final reading and customer move-in service orders and submits them for processing



## **QUALIFICATIONS**

- Postsecondary university or college education
- Minimum 1-3 years of experience in a related field
- Excellent verbal and written communication skills
- Strong interpersonal skills to effectively engage with customers in person, over email, or over the phone
- Computer proficiency including specialized call centre and accounting software and MS Excel, Word, Outlook
- Utilizes time management skills to manage multiple priorities and projects
- Ability to work collaboratively and respectfully with staff, co-workers, peers and managers

## **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>. Please include the position title and the job ID number in the subject line of your e-mail. We appreciate the interest of all candidates; however, only those selected for an interview will be contacted.

## **APPLICATION DEADLINE FOR THIS POSITION IS FEBRUARY 13, 2025, BY 4 P.M.**

Candidates are required to disclose NT Power employees who are immediate family members prior to the interview.

Successful candidates will be required to obtain a criminal verification screening as a condition of employment.

NT Power 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>.