



Billing Coordinator

Festival Hydro is a distribution company serving 20,000 customers in seven municipalities in Stratford and surrounding areas. We are a progressive utility looking for an incumbent that supports our ongoing commitment to customer and operational excellence.

Reporting to the Customer Service Manager, the Billing Coordinator will be responsible for providing accurate bills for all electricity and water consumption for our service territories. There will also be the requirement to maintain the Customer Information System with meter reading data and applicable charges to rates or Ontario Energy Board regulatory requirements. This is a full-time position and includes a comprehensive benefits package.

Primary Duties & Responsibilities

- Prepare accounts and obtain readings for hydro and water usage
- In depth review of exception and variance reports
- Billing of all electric and water accounts, including final billings
- Work with other departments to maintain accurate billing records
- Schedule daily meter reading duties, including loading of meter reading devices and uploading of completed data
- Maintain Customer Information System data
- Liaison with outside contractors and internal crews to ensure prompt service
- Create and maintain billing, reading, holiday and due date calendars
- Conduct month end close
- Cross train for the Customer Service Representative role, and act as back up when required
- Various other office related duties as required

Knowledge, Skills and Abilities

- Post-Secondary education
- Accounting or business-related education considered an asset
- Minimum 2 years billing experience
- Office setting customer service experience, in person and by phone
- Customer Information System experience
- Strong proficiency in Microsoft Office (Word, Excel, Outlook)
- Excellent collaboration and communication skills - both one on one and in group settings
- Strong business writing, documentation and record keeping skills
- Strong problem-solving skillset and excellent mathematical aptitude
- Highly organized with exceptional attention to detail
- Works well independently with a self-starter attitude, balanced with being a strong team player

Interested candidates may apply by emailing their resume and cover letter to hr@festivalhydro.com by June 1, 2021. Please reference "**Billing Coordinator**" in the subject line.

We thank all applicants for their interest but advise only those selected for an interview will be contacted. Accommodations are available during all aspects of the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.