



Customer Service Representative – Contract Position

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.

We are currently seeking a Customer Service Representative for a contract position. Estimated length of the contract is 6 months. Although not guaranteed, there is the possibility of ongoing full time employment following the contract period. This position is full time hours; 35 hours per week, Monday through Friday.

The Customer Service Representative is responsible for providing accurate, prompt and courteous service to customers, as well as a variety of administrative functions that accompany this role.

Primary Duties & Responsibilities:

- Receive and dispatch emergency service calls quickly and accurately
- Initiate request for assistance from other departments via service orders
- Liaison with outside contractors and internal crews to ensure prompt service
- Set up new service locations, change of service and end of service arrangements
- Run and sort service orders and distribute for action
- Process payments on accounts
- Apply appropriate adjustments to accounts based on details in service orders
- Resolve customer questions regarding services provided, or bills produced and if necessary, arrange for acceptable payment arrangements
- Review reports daily to monitor accounts and request payments of overdue accounts
- Keep records of collections, final bills and other notices for billing purposes
- Track collections data and process arrears management exceptions
- Understand, follow and communicate Government policies regarding electricity guidelines
- Electronic communications including website correspondence
- Review general service application agreements for new commercial accounts
- Cashier related duties including receiving and posting payments on accounts
- Back up billing department functions

Knowledge/Skills and Abilities:

- Ontario Secondary School Diploma
- Customer service experience, in person and by phone
- Previous office administration experience
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Customer Information System experience a definite asset
- Collections experience
- Ability to plan, balance and multi-task a variety of job responsibilities based on departmental needs
- Superior collaboration and communication skills - both one on one and in group settings
- Strong business writing, documentation and record keeping skills

Interested candidates may apply by emailing their resume and cover letter to hr@festivalhydro.com by Friday, December 24, 2021. Please reference “**Customer Service Representative**” 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.