



NORTH BAY HYDRO DISTRIBUTION LIMITED

REQUIRES A

TEMPORARY CUSTOMER ACCOUNTS SPECIALIST

North Bay Hydro Distribution Limited (NBHDL) strives to provide high levels of customer satisfaction and reliable electrical service within the North Bay community. We pride ourselves on fostering a collaborative and inclusive work environment where talented individuals can thrive. We are seeking a Temporary Customer Accounts Specialist to join our team.

Under the direction of the Manager, Customer Care and Communications, the Customer Accounts Specialist, you are responsible for providing customers with information related to the corporation's services and programs. The position is also responsible for ensuring that the information required in accordance with corporate and regulatory policies is obtained from the customer and recorded accurately to ensure proper billing and collection of delinquent accounts.

This position is temporary at 35 hours a week, with a limited duration not to exceed nine hundred and ten (910) hours per calendar year.

As a Customer Accounts Specialist, your main responsibilities will include:

- Providing customers with information related to the services and programs of the corporation
- Ensuring compliance with corporate and regulatory policies related to customers
- Handling customer inquiries and complaints in a prompt, accurate, and courteous manner
- Initiating and maintaining customer accounts
- Performing processes related to cash, including accepting and processing payments, reconciling and balancing
- Monitoring and collection of delinquent accounts
- Reception and general office administration duties

You are the ideal candidate if you have:

- Grade 12 Secondary School Graduation Diploma
- One-year Community College certificate in business or equivalent experience
- Excellent verbal and /written communication skills and have an aptitude for mathematics
- Proficiency in the Microsoft Office applications
- Strong problem-solving skills
- Ability to deal positively with customer concerns
- Strong multi-tasking capability and comfortable with routine work
- Ability to act professionally while working in a fast-paced and changing environment
- Ability to work independently or effectively as part of a team

Wage: \$35.70 per hour

Interested applicants should submit their resume detailing related education, qualifications and experience to:

hr@northbayhydro.com

Applications will be considered until May 29, 2025

North Bay Hydro Distribution Limited is an equal opportunity employer. Personal information submitted will be solely used to determine eligibility for employment in this position.

NBHDL does not use AI to screen applications. Our HR team will review all applications.

We thank all applicants, but only those selected for a personal interview will be contacted.