



NORTH BAY HYDRO DISTRIBUTION LIMITED

REQUIRES TWO

TEMPORARY CUSTOMER ACCOUNTS SPECIALISTS

North Bay Hydro Distribution Limited (NBHDL) is committed to providing reliable electrical service and exceptional customer support to the North Bay community. We pride ourselves on a collaborative, inclusive work environment and are seeking a Temporary Customer Accounts Specialist to join our Customer Care team.

Reporting to the Manager, Customer Care and Communications, the Customer Accounts Specialist provides front-line phone support, assisting customers with inquiries related to billing, payments, service changes, and general account information. This role plays a key part in ensuring customers receive accurate, helpful, and timely service while supporting the day-to-day administration of customer accounts.

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

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

- Answer incoming customer calls and provide clear, knowledgeable assistance regarding billing, payments, consumption, and account changes.
- Work within the Customer Information System, ensuring customer data is accurate, secure, and updated in accordance with privacy and regulatory requirements.
- Ensure all customer interactions and account updates comply with corporate and regulatory requirements.
- Respond to customer concerns and complaints in a courteous and professional manner.
- Collaborate with team members in a professional and positive manner.
- Provide general office administrative support as required.

You are the ideal candidate if you have:

- Grade 12 Secondary School Graduation Diploma.
- One-year Community College business certificate or equivalent experience.
- Clear and professional verbal and written communication skills.
- Strong working knowledge of Microsoft Office applications, including confident use of Excel and Word.
- Excellent problem-solving skills and a positive approach to customer concerns.
- Ability to multitask and work effectively in a fast-paced environment.
- Able to work independently and within 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 February 27, 2026

NBHDL is an equal opportunity employer and provides accommodation throughout the hiring process in accordance with applicable laws. The 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.