

Billing Representative 1

GrandBridge Energy Inc. is guided by a vision to be a leader in energy transformation and driven by a mission to bridge communities to the energy future. GrandBridge Energy delivers safe and reliable electricity to 111,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries, and the County of Brant. Our talented employees fulfil our mission to help our communities bridge the transition towards an evolving and dynamic energy future. Our values are the principles and beliefs that guide our operations.

GrandBridge Energy is looking for a Billing Representative 1 to join our growing team. This union role will report to our Glebe street office in Cambridge.

Responsibilities:

- Ability to accurately calculate, prepare, review and bill residential, small commercial, and retail accounts in a timely manner.
- Interact on a regular basis with staff from all areas of the utility.
- Run daily processes including Billing Quantity requests, Billing Quantity responses/exceptions, meter reading load, Statement of Mailing/Indicia Files, and water reading files.
- Run, evaluate, and analyze discrepancies from system generated billing reports.
- Review exceptions generated by the Electronic Business Transaction (EBT) system, distribute to appropriate areas and follow-up to ensure that items are resolved within timelines required by EBT standards.
- Perform all duties ancillary to the efficient production of accurate customer bills.
- Carry out all work in accordance with corporate and customer policies and procedures.
- Contribute to a positive workplace culture by fostering collaboration, maintaining a positive attitude, supporting our customers, and contributing to a respectful and inclusive environment.
- Assist with other Billing Functions as required.

Experience:

- Secondary school diploma or equivalent qualification.
- Proficiency in Microsoft Office tools, including Excel, Word, and Outlook
- Excellent written and verbal communication skills as they will be required to interact on a regular basis with staff from other areas of the utility.
- Organization skills with a strong attention to detail.
- Ability to follow instructions and work independently.
- Preference will be given to candidates that have Utility experience as well as an understanding of electricity deregulation.

We offer an excellent working environment, career path exploration and development opportunities, a comprehensive total rewards package, and opportunities to get involved with teams and charitable events that support and make a difference in our community. To become a member of our team, please forward your resume by **February 22, 2024**, to careers@grandbridgeenergy.com. When applying for the position, please quote "**Billing Representative 1**" in the subject line.

GrandBridge Energy
39 Glebe Street, P. O. Box 1060
Cambridge, Ontario N1R 5X6
or email: careers@grandbridgeenergy.com
Check us out at <https://grandbridgeenergy.com/>



We appreciate the opportunity to review all resumes, however due to volume, only those under consideration will be contacted. We retain all resumes for a period of 12 months. In the event a similar position becomes available, your application may be considered.

GrandBridge Energy is an Equal Opportunity Employer and is AODA compliant.