



Customer Service Representative I **(Temporary 12-Month Contract)**

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 recruiting a Customer Service Representative I reporting to our Brantford office on a 12-month contract term. A Customer Service Representative is a “front line ambassador” for GrandBridge Energy, addressing customer calls, enquiries, and issues in an efficient and courteous manner.

This position covers responsibilities related to cashier, reception, and all clerical duties within the Customer Services department.

Major Responsibilities:

- Accountable for timely, accurate and efficient receiving and processing of all types of customer payments including the weekly pre-authorized payment pick up and ensuring all monies are posted to customer accounts and sent to bank.
- Responsible for answering and directing incoming calls, directing visitors and customers in a courteous manner.
- Perform clerical duties by issuing letters to customers through the CIS for various reasons.
- Responsible for running and inserting all collection notices and dispatching of service orders to field service representatives.
- Support tasks required for the installations and follow up for water services for the County.
- Process all incoming/outgoing mail, including inserting of door hangers.
- Retrieve, process, and update electronic bank payments daily.
- Prepare and complete various types of work orders, including finals, vacant disconnects and follow up.
- Post payments into CIS from mail, night deposit, Credit Bureau, Social Services, EFT, and daily pre-authorized payment pickup.
- Contribute to a positive workplace culture by fostering collaboration, maintaining a positive attitude, supporting our customers, and contributing to a respectful and inclusive environment.

Qualifications

- Applicants must have successfully completed an Ontario Secondary School diploma or equivalent.
- A minimum of one (1) year relevant customer service experience is required preferably in a utility customer service or call center environment.
- Proficiency in intermediate use of Microsoft Office software applications and ability to accurately perform basic mathematics required to perform this role.
- This position requires a reliable team player with impeccable communication and interpersonal skills.
- The ideal candidate demonstrates an ability to multi-task in a fast paced, diverse daily work environment.



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 **March 19, 2024** to careers@grandbridgeenergy.com. When applying for the position, please quote “**Temporary Customer Service Representative I Brantford**” 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.