



Customer Service Representative II

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 II reporting to our Brantford office. 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 is responsible to answer thoroughly and accurately all customer enquiries relating to industry changes, billing (electric and water) collections, service information, final readings, and service changes.

Major Responsibilities:

- Calling customers regarding past due accounts and/or payment arrangements.
- Scheduling and issuing disconnection of service.
- Submission of unpaid final bills to collection agency.
- Determine security deposit requirements on accounts in accordance with corporate policy.
- Process bankruptcy and receivership documents.
- Process water and wastewater accounts.
- Schedule, co-ordinate and follow up on service changes and new services; work orders and service instruction orders issued to Operations, Metering and Engineering.
- Determine if drawing and conditions of service are required from electrical contractors and/or new property owners.
- Co-ordinate and schedule installation and completion of new services for electric and water.
- Process trouble reports and forward to appropriate departments for action.
- Record pertinent data received from customers to effectively respond to planned or emergency outages.
- Prepare standard services for electric and water for customers on request and apply applicable standard miscellaneous charges.
- Prepare monthly statistical reports using various software programs.
- Back up to all Customer Service functions, including clerical duties.
- 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 a high school diploma or equivalent.
- A minimum of one (1) year of relevant customer service experience is required, preferably in a utility customer service or call center environment.
- Proficiency in 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 understand and convey electricity regulatory changes impacting customers and can multi-task in a fast-paced, diverse daily work environment.
- Candidates may be tested as part of the interview process.



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 "**Customer Service Representative II Brantford**" in the subject line.

GrandBridge Energy
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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.