



Customer Service Representative – Full Time

E.L.K. Energy is a Local Distribution Company serving the communities of Belle River, Comber, Cottam, Essex, Harrow and Kingsville. We currently require a dynamic individual to assume the responsibilities of Customer Service Representative. Reporting to the Supervisor of Finance & Customer Service, the successful applicant will work thirty five (35) hours per week and be expected to work additional hours when required. Starting hourly rate \$23.68 with yearly progression to \$36.61.

The duties and responsibilities of the position will include the performance of cross functional duties within the Customer Service Department, including billing, collection, payment processing, cash processing, call centre and support services and other duties as assigned.

Applicants should possess the following qualifications:

- ✓ Minimum of Grade 12 Secondary Diploma
- ✓ Strong computer skills and have experience with Windows, Microsoft Office (Excel, Outlook and Word) is a must
- ✓ Post secondary education in a related discipline and previous utility experience would be considered an asset
- ✓ Previous working experience with a Customer Information System (CIS) would be an asset
- ✓ Strong verbal and written communication and telephone etiquette skills
- ✓ Good organization and analytical skills and the ability to work under pressure to meet deadlines and adapt to ongoing industry changes
- ✓ Ability to multi-task
- ✓ Mathematical and cash handling skills are required
- ✓ Customer relations skills to effectively meet and deal with customers

If you are interested in becoming a team player for our growing utility, please forward your resume (including three references) with cover letter by end of day November 18th by mail or e-mail:

E.L.K. Energy Inc.
172 Forest Avenue
Essex ON N8M 3E4
Re: Customer Service Representative
E-mail: ctratchaud@elkenenergy.com

We appreciate all applications however only those selected for an interview will be contacted.