



Westario Power Inc.

Position: Billing Clerk

Employment Type: Temporary Contract (14-16 months), Full-time

Reports to: Manager of Customer Service

Location: Walkerton

Company Overview:

Join our customer-focused energy distribution corporation, serving over 24,500 customers across fifteen communities in Grey, Bruce, Huron, and Wellington Counties. Westario Power is dedicated to providing exceptional service and ensuring the best lifestyle for our customers. With our headquarters located in the Municipality of Brockton, you'll have access to a thriving community that offers a range of amenities.

Role Summary:

The Billing Clerk is responsible for the accurate and timely production of electricity account bills and related functions. Reporting to the Manager of Customer Service, the successful candidate will play a vital role in ensuring efficient billing processes and maintaining customer accounts.

Key Responsibilities:

- Perform and manage all processes related to the production of customer electricity bills.
- Operate mail inserting and postage equipment.
- Schedule billing inserts and ensure their inclusion with electricity bills.
- Assume the duties of a Customer Service Clerk when required.
- Maintain and perform Customer Service insourcing processes.
- Manage and update customer accounts, as necessary.
- Generate billing-related journals, collection reports, and disconnection reports.
- Produce billing-related reports as requested.
- Receive and process electricity bill payments from various sources.
- Reconcile opening and closing balances.
- Prepare daily cash sheets of payment receipts.

Qualifications:

- College diploma or related work experience with at least three years of relevant experience and/or training; or equivalent combination of education and experience.
- Ability to follow written, oral, and diagrammatic instructions effectively.
- Strong attention to detail and accuracy.
- Active listening skills to understand customer needs and inquiries.
- Ability to monitor and evaluate performance, identify areas for improvement and implement corrective action.
- Effective problem-solving skills, utilizing information review and analysis to identify solutions.
- Quick learning ability to understand and apply additional information effectively.
- Excellent clerical and critical thinking skills.
- Strong interpersonal skills, particularly in resolving customer issues in one-on-one and small group situations.
- Trustworthy and ethical in handling sensitive customer information.
- General knowledge of the Microsoft Office suite of products.
- Familiarity with billing and accounting systems.
- We offer competitive compensation and benefits packages, along with a supportive work environment that fosters growth and development. If you are a motivated individual who thrives in a fast-paced and customer-centric organization, we invite you to apply for the position of Billing Clerk at Westario Power.

COMPENSATION AS PER THE CURRENT PWU COLLECTIVE AGREEMENT

Qualified applicants are requested to submit a detailed resume outlining experience and qualifications to: hr@westariopower.com

We appreciate all applications, but only candidates selected for an interview will be contacted.

Westario Power is an equal-opportunity employer and welcomes all candidates. We will provide accommodation under the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. We thank all participants for their interest, but only those selected for an interview will be contacted.