



Westario Power Inc.

Customer Service Clerk (Temporary Contract)

Position: Customer Service Clerk

Employment Type: Full-time, Temporary Contract (12-18 months)

Reports to: Manager of Customer Service

Location: Walkerton, ON

About Westario Power

Westario Power is a progressive and customer-focused electricity distributor, serving over 25,000 customers across fifteen vibrant communities in Grey, Bruce, Huron, and Wellington Counties. Headquartered in the Municipality of Brockton, we are committed to delivering safe, dependable, and responsive service while building lasting relationships with our customers. Our team is proud to be part of a dynamic workplace that values integrity, service excellence, and community.

Position Overview

As a Customer Service Representative, you will be the first point of contact for our customers—providing timely, accurate, and professional support. This role is vital to deliver positive customer experience and uphold the ambitious standards Westario Power is known for.

Key Responsibilities

- Respond to customer inquiries regarding electricity usage, services, billing, and third-party energy retailers.
- Assist with new account setups and closing of accounts.
- Educate customers on energy efficiency and responsible electricity use.
- Coordinate with field staff to support customers experiencing power quality concerns.
- Conduct follow-ups to confirm satisfactory resolution of customer issues.
- Support collections activities alongside the Collections Clerk for outstanding accounts.
- Manage front counter operations including mail handling and payment processing.
- Maintain compliance with company policies, procedures, and privacy standards.
- Perform other related duties as assigned by management.

Qualifications & Skills

- Excellent communication and people skills with a passion for customer service.
- Proven ability to multitask and prioritize in a challenging environment.
- Professional, courteous, and solution-focused mindset.
- Experience in the utilities, energy, or regulated services sector is an asset.
- Familiarity with billing systems, customer databases, or CIS software is beneficial.

Why Join Us?

- Be part of a team that values community, accountability, and innovation.
- Work in a supportive environment with opportunities to gain experience and develop.
- Located in a welcoming, amenity-rich community in southwestern Ontario.

COMPENSATION AS PER THE CURRENT PWU COLLECTIVE AGREEMENT

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

We appreciate all applicants, however 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.