



Prince Edward Island

Small city. Big opportunity!

Customer Service Representative (Full-time/Permanent)

The City of Summerside is accepting applications for a Customer Service Representative to work within our Financial Services Department. This is a front-line position which involves interacting with the public in a respectful and knowledgeable manner. In this role, confidentiality is of the utmost importance. This position is a full-time permanent position working 35 hours per week (Monday-Friday).

Duties:

- To answer customer inquiries via direct incoming calls or in person.
- To record and redirect incoming vendor invoices, mail vendor cheques, and review statements. To ensure mail is received to the proper departments.
- To accept and process all funds due to the City including but not limited to deposits, receipts, inputting, editing and balancing cash, cheques, and electronic payments with their receipts.
- To set up customers with applications for service and prepare the corresponding connection and disconnection service orders as required.
- To perform all functions related to the billing of utility services.
- To process utility adjustments after approval by the Customer Service Lead.
- To interpret rules and regulations as they relate to job responsibilities (e.g., utility rates and schedule policies).
- To relieve or assist other positions listed in the collective bargaining unit as required and carry out other duties as may be required by the Director of Financial Services to maintain an efficient operation and provide maximum service to the public.

Qualifications:

- A minimum of a two-year post-secondary/community college diploma in a specialization related to the duties of the position.
- Exceptional communication skills and ability to deal effectively with individuals.
- Bilingualism would be considered an asset.

Experience:

- Ability to work with various computer software programs, specifically working knowledge of Microsoft Office software is required.
- A minimum of two years' experience working in a customer service related field.

The City of Summerside offers a superior work environment along with an attractive benefits package including a defined benefits pension plan, comprehensive medical/dental coverage, and 3 weeks of vacation to start.

Salary: \$26.87 per hour, as per Collective Agreement (90% of wage for first 6 months).

Closing Date: Monday, March 11th, 2024, at 4:00pm

Resume submissions should be clearly marked "**Customer Service Representative**" and emailed to the Human Resources Department at: jobs@summerside.ca

Please note that only those selected for an interview will be contacted.