

Cultivate Your Career



UTILITY SERVICES REPRESENTATIVE PERMANENT FULL-TIME

Organization	City of St. Albert
Website	www.stalbert.ca
Department	Financial & Strategic Services
Location	5 St. Anne Street, St. Albert
Compensation	\$56,686 - \$67,707 per annum
Closing Date	May 12, 2024
Competition #	24/90

OPPORTUNITY

As Alberta's 'Botanical Arts City', St. Albert is a community renowned for its botanical arts, its commitment to a green lifestyle and the cultivation of activities that provide for a well-rounded quality of life. Our employees provide over 70,000 residents with high-quality programs and services and are proud to contribute to making St. Albert one of the best places to live in Canada.

The Financial & Strategic Services department is looking for a dynamic individual with strong interpersonal and customer service skills to join the Utility Services Representative team in a permanent full-time position.

The Utility Services Representative is responsible for ensuring the accurate, timely billing and collection for utilities rendered by the City of St. Albert for water, wastewater treatment, storm water and solid waste services. The role also administers various utility services programs and payment options, as well as responding to all resident and business enquiries regarding the utility program. Coordinating with Public Works and Engineering Services personnel for the accurate delivery of meter installations, replacements, readings and activation and deactivation of services is a key aspect of the role.

Specific responsibilities will include:

- Accurately billing for utilities services
- Opening, closing and final billing utility accounts as ownership changes
- Auditing city-wide water consumption
- Analysis of automated meter reading technology
- Customer education and troubleshooting
- Testing and implementation of new technology and software
- Assist with the coordination of department and/or corporate initiatives, as required
- Administration and promotion of eServices such as e-Billing, e-Paws, etc.
- Ensuring timely collection of revenue, limiting write-offs, mitigating arrears and processing collections

This role is well suited for someone who enjoys working in a fast paced, team setting and enjoys the challenge and satisfaction of resolving a high volume of customer service calls. The individual we seek is empathetic and diplomatic.

QUALIFICATIONS

- High School Diploma. Post secondary education or training in basic accounting or business administration is an asset.
- A minimum of 2 years experience delivering front line customer service in a municipal environment.
- Prior experience working in utilities is an asset.
- Knowledge of basic accounting.
- General knowledge of water meter technology functions.
- Skill with Microsoft Office Suite, especially Excel. Prior experience with Tempest Software or water meter technology is an asset.

HOURS OF WORK

We offer a compressed work schedule of 72 hours bi-weekly (Monday - Friday, 8:00 – 5:00 with a regular day off [RDO] every two weeks).

COMPENSATION

\$56,686 - \$67,707 per annum. In addition, the City of St. Albert offers a comprehensive flexible benefit package.

The successful applicant will be required to obtain a satisfactory police information check.

Qualified applicants are invited to submit their cover letter and resume via the City of St. Albert employment website www.stalbert.ca/employment

CLOSING DATE

May 12, 2024

We wish to express our appreciation to all applicants for their interest and effort in applying for this position. However, only candidates selected for interviews will be contacted.