



**The Corporation of the City of Brantford
Finance Department**

requires

Billing & Collections Representative (Contract – Up to 20 Months)

Job ID# 2139

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment (within 200 km of the City of Brantford boundary). The City is committed to the professional development of our staff and invite you to come, grow with us!

The Billing and Collections Representative will answer telephone calls from customers, assessing their requirements documenting accurate information using a high level of communication and problem solving skills. Other duties include but are not limited to setting up accounts, orchestrating the proper and safe installation and removal of services, assisting in billing and collection of water accounts including disconnection of water services. This position will also provide assistance in the Advanced Meter Infrastructure Technology Implementation project program.

QUALIFICATIONS

- Successfully completion of Grade 12 or equivalent plus a one-year community college certificate in Business Administration or equivalent.
- Two (2) to three (3) years' experience in customer service answering calls in a call center environment with a utility company including hydro, gas or cable is required.
- Two (2) to three (3) years' experience in billing and collection for a utility company including hydro gas or cable is required.
- Excellent customer service and communication skills are required.
- Ability to perform multiple tasks and remain organized while dealing with customers.
- Knowledge of Excel and Word.

WAGE/SALARY RANGE: \$35.45 to \$37.71 per hour (based on a 35 hour work week)

To apply on-line, please visit the City of Brantford website at <https://careers.brantford.ca/> and click on **Current Opportunities**.

Closing date for applications: **Thursday, August 8, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.