

UTILITY CUSTOMER SERVICE REPRESENTATIVE

Position ID: J0125-0176

Job Type: Permanent Part Time

Department: Utility Administration

Number Of Positions: 1

Min Salary: \$63,721.00/Year

Max Salary: \$79,651.00/Year

Closing Date: January 27, 2025

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

The Utility Customer Service Representative provides citizens and businesses of Airdrie with excellent customer service in the areas of customer payments, meter reading and utility account billing. The department provides for the installation and maintenance of water meters, meter reading, utility billing and collections, processing of customer payments, and answering general customer inquiries.

- Respond to billing inquiries, investigate, and seek resolution to customer concerns
- Create and maintain all utility accounts.
- Ensure accurate billing and collection of utility accounts.
- Analyze utility data to ensure integrity of the utility database with an eye for process improvements.
- Responsible for the administration of customer utility payment plans.
- Responsible for conducting customer account adjustments and negotiations related to payment extensions, water connections, disconnections, balance transfers and collections.
- Provide front counter cashier support and coverage.
- Provide support to Utility Technicians as well as act as a liaison between customers and the Technicians.
- Provide support and needed resources to the Utility team and other City of Airdrie departments.

You Bring:

- Post-secondary education, certificate or diploma in administration or a related field.
- A minimum of two (2) years of customer service experience.
- Previous billing/collection experience.
- Strong Microsoft Office skills, including a strong working knowledge of Excel.
- Previous utility experience would be an asset.
- Previous experience with billing and financial systems and meter reading applications (i.e. Dynamics, Itron, FCS) would be an asset.
- Previous call centre experience would be an asset.
- Previous cash handling experience would be an asset.
- Proficiency in multiple languages would be an asset.
- Ability to provide exceptional customer service.
- Ability to handle multiple systems in a fast-paced environment.
- High level of data entry with speed and accuracy.
- Strong communication and interpersonal skills.
- Aptitude for quick thinking and problem solving.
- Strong organizational skills with the ability to manage time and priorities effectively.
- Ability to work well within a team environment and develop strong working relationships.

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent and comprehensive health, dental, paramedical, and benefits plan.
- First-in-class pension plan.
- Career development and tuition reimbursement.
- Employee discounts, annual adult fitness (Genesis Place, Airdrie) pass, social events, and health & wellness initiatives.

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This is a permanent part time position of approximately 30 hours per week. The typical shift will be Monday to Friday from 8:00 a.m. to 4:30 p.m. These hours may be changed as required to meet operational needs.

Availability during these times will be required.

Next Steps:

Candidates are invited to apply online at www.Airdrie.ca

Postings close at 9 p.m. on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.