



Billing and Collections Representative (Contract - Up to 13 Months) - Job ID #2561

Job Title	Billing and Collections Representative (Contract - Up to 13 Months)	Status / Job Type	Contract Full Time
Commission	Corporate Services	Department	Finance
Union Affiliation	CUPE 181 (CITY HALL) CONTRACT	Number of Openings	1
Rate of Pay	\$36.51 to \$38.84	Benefits Entitlement	No
Hours of Work	35 Hours Per Week	Posting Date (4:30 pm)	Feb 19, 2026
Existing Vacancy	Replacement	Closing Date (4:30 pm)	Mar 12, 2026

Position Summary

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. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Supervisor of Customer Service Utilities the Temporary Billing and Collections Representative, will answer telephone calls from customers, assessing their requirements and forwarding and 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 all services, completing the billing operation on receipt of meter readings, printing of bills according to a daily schedule, which includes checking numerous reports, identifying discrepancies and correcting errors. Collection of account duties include negotiating payment by phone with delinquent customers, and reviewing accounts that are seriously in arrears and recommending whether or not service should be continued.

Qualifications

- Applicants must have successfully completed Grade 12 or the equivalent plus a one-year community college certificate in Business Administration or a related field or the equivalent
- Excellent customer service and communication skills are required
- Candidates will have the ability to deal with multiple tasks, difficult customers and remain organized
- Two to three years' experience in customer service with a utility company including hydro, gas or cable is required

Qualified candidates please attach a detailed .pdf format resume & cover letter

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.