



External Posting

Customer Service

Requires a

Customer Care Analyst (12 Month Contract)

Reporting to the Manager, Customer Care & Billing, the Customer Care Analyst (CCA) is responsible for providing administrative, reporting and analytical support to the Customer Service department. The role will support the revenue collection processes and reporting requirements of the Customer Care team with the goal of providing our team, and by extension our customers, with an excellent customer service experience.

With a customer-oriented attitude, the CCA will fulfill the requests for the creation of reports and queries into the NorthStar CIS. The Customer Care Analyst will be responsible for processing multiple payment methods such as bank draft, credit card, and electronic banking files as well as providing backup support for our Cashier. The successful candidate will have a good working knowledge of the Ontario electricity sector and will possess strong organizational and analytical skills, excellent written and verbal communications, and the ability to work effectively and efficiently in a team-oriented environment.

Applicants must have successfully obtained a two-year college diploma in business administration or in a related field. A minimum of two (2) years relevant customer service experience is required, preferably in a utility customer service, billing or call center environment. Proficiency in the MS Office suite of applications is required and an intermediate level of skill in MS Excel is necessary. Candidates will be tested on MS Office and on their Ontario electricity regulatory knowledge.

WAGE RATE AS PER THE COLLECTIVE AGREEMENT: Group 5 \$27.59 – \$30.64 per hour
(based on a 33 ³/₄ hour work week)

Qualified candidates are invited to send a detailed resume and cover letter by **Friday December 11th, 2020 at 4:30 p.m.**, to the attention of:

Human Resources
Brantford Power Inc.
E-Mail: bpresumes@brantford.ca
doc or rtf format please

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.