



JOB DESCRIPTION

Job Title: Customer Service & Connections Representative **Position Number:** 98-06
Incumbent: Vacant **Effective Date:** July 2024
Status: Permanent, Full-Time **Pay Level** 6 **Bargaining Unit:** Yes No
Supervisor's Title: Customer Service Supervisor
Department: Partnerships & Business Services

SUMMARY

Reporting to the Customer Service Supervisor, works as part of the Customer Service team to provide customer and billing services support for all Yukon Energy service areas. All work shall be carried out efficiently and effectively, and properly documented in accordance with applicable regulatory bodies and Yukon Energy's policies, guidelines, and procedures.

DESCRIPTION

1. Confers with customers by phone, email or in person to receive orders for activation, discontinuance, or alteration of service. Enters data as required into customer information system and issues field activity forms for operations staff, as necessary.
2. Receives customer payments and enters information into the customer billing information system. Monitors and follows up on delinquent account collection. Where necessary, negotiate repayment plans with delinquent customers in accordance with established policies and procedures. Initiates collection of overdue payments and keeps track of account status for payment and reactivation.
3. Adheres to the mandatory regular work schedule of duties, including, but not limited to, Payment and EFT postings, retrieving and responding to voicemails, addressing all billing inquiries, managing and track all work orders, addressing all easements as assigned, and general office organization and filing.
4. Explains Yukon Energy's connection and billing processes, charges on the electricity bill, and billing and payment options to customers as required to ensure a positive customer experience.
5. Prepares and makes daily bank deposits.
6. Liaises with social agencies, governments, and First Nations to provide client support and resolve account related issues.
7. Analyzes customer account reports. Issues field activity forms and makes account changes as needed to update accounts. Reviews customer base rate schedules by completing rate reporting audit each quarter.



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8. Issues and organizes field activity forms for new construction builds, meter installations, micro-generation installs, streetlights and independent power producer installations, upgrades, and other service activities.
9. Liaises with customers and project teams to ensure all customer information, permits, easements and payments are collected and ready for the timely and efficient connection of customer extensions and upgrades.
10. Organize crew availability for scheduling installation, connections, disconnections, and upgrades. Manage records and digital archives.
11. Completes annual review of customer extension and upgrade projects, and each project's respective load requirements. Issues refunds or collects amounts owing from the customer.
12. Prepare customer outage lists. Delivery notices through the outage notification system and if required, by phone, flyers, ads, etc.
13. Analyzes accounts and prepares reports and explanations for management review. Makes recommendations to management on improved procedures.
14. Works with peers to regularly review and assess the customer connection process to optimize it to increase customer satisfaction and operational efficiency.
15. Uploads meter reads from handheld meter readers and manual reads including month end reads into customer information system. Reviews meter read contingency reports and To Do Management Queues to resolve discrepancies.
16. Issue Field Activity Forms for the Meter Exchange Due for Test program each year, keep an electronic library organized, monitor completed tasks, and update the customer information system as required.
17. Liaise with ATCO Electric Yukon to resolve customer billing inquiries and issues, as required.
18. Receives incoming mail; opens, sorts, and distributes.
19. Serves as a Notary for customer easements.
20. Always puts forth a positive corporate image, both internally and externally. Works cooperatively with operations staff and management in resolving customer issues.
21. Provides relief backfill for the Customer Service Supervisor, as required.
22. Maintains the confidentiality of all Corporation information. Adheres to all Corporation policies, procedures, and guidelines.
23. Other related duties.



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WORKING CONDITIONS

Works in a normal office environment with minimal exposure to physical injury or adverse environmental conditions. Travel to communities served by Yukon Energy is required each month for one to two weeks to provide customer support, host customer information sessions, attend meetings with partners and events as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Office Administration education from a recognized post-secondary institution.
- 2-year certificate or 3 years of related work experience in an administrative role
- Valid class 5 driver’s license
- Proficient with Microsoft Office programs, including, Word, Excel, and Outlook
- Demonstrated leadership/supervisory skills.
- Well organized with excellent time management skills
- Strong client service orientation with good interpersonal and conflict resolution skills.
- Ability to work in a team and cross-cultural environment.
- Experience with Oracle Customer Cloud Services or end-use customer billing software is an asset.
- Knowledge of the Yukon’s electricity system and regulatory environment, and Yukon Energy’s operating system is considered an asset.

Incumbent

Date

Supervisor

Date

VP, Partnerships & Business Services

Date