



## **YUKON ENERGY CORPORATION**

### **Customer Service and Connections Representative**

#### **Position # 98-06**

#### **The Opportunity: Customer Service and Connections Representative**

Permanent, Full-Time bargaining unit position, based out of Yukon.

**Who we are:** Yukon Energy is the main generator and transmitter of electrical energy in the territory. Our plant facilities are on the Traditional Territory of Yukon First Nations. There are 14 First Nations in the territory, and we are proud to work within these Traditional Territories in all our business operations.

**What will you do:** Work under the Customer Service Supervisor to support customer and billing services across all Yukon Energy service areas.

#### **Responsibilities:**

- Provide customer service and billing support.
- Ensure all work is performed efficiently and effectively.
- Properly document all activities according to regulatory requirements and Yukon Energy's policies and procedures.

#### **What you need to succeed:**

- 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.

**Compensation:** Level 6: \$33.72-\$40.26 per hour PLUS Northern Allowance

#### **What is in it for you:**

- Northern Allowance: \$6,650 + 5% Base Pay added to Base Salary,
- Comprehensive Benefit Package that begins the first day of employment,
- 4 weeks of vacation leave, 4 weeks of sick leave, 40 hours of special leave
- RRSP Match begins first day of employment,
- Travel Allowances for employee and their spouse and dependent(s),
- Annual Wellness Benefit,
- Cell Phone Subsidy,
- Training and Development opportunities,
- Opportunity to be a part of something larger and help the Yukon community.

Yukon Energy values diversity in the workplace. We strive to achieve a skilled workforce that is representative of the population we serve, and we are committed to the employment and professional development of Yukon First Nations citizens. First Nations candidates are encouraged to self-declare.



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To apply please go to [Recruitment \(adp.com\)](#). If you have any question, please feel free email People & Culture via email at [hr@yec.yk.ca](mailto:hr@yec.yk.ca). The posting will remain open until the position is filled.

For more information on Yukon Energy and a full job description, please go to <http://www.yukonenergy.ca>

**Applicants must be legally entitled to work in Canada for any employer.**