



**Lakefront  
Utility  
Services  
Inc.**

## **JOB VACANCY**

Lakefront Utility Services Inc. (LUSI) is located in the Town of Cobourg on Lake Ontario, half an hour east of Oshawa. As a multi-service utility provider, Lakefront is proud to provide reliable and cost-effective electric, water and fibre distribution services in the Town of Cobourg. We also provide water operations in Grafton and electrical and water services in the Village of Colborne. For more information, please visit our website at: [www.lakefrontutilities.com](http://www.lakefrontutilities.com)

## **CUSTOMER SERVICE REPRESENTATIVE (Maternity Leave Position- 18 months)**

### **JOB DESCRIPTION:**

Lakefront Utility Services Inc. (LUSI) is currently seeking a dynamic, highly motivated, and proactive individual for the position of **Customer Service Representative (Maternity Leave Position)**. Reporting directly to the Billing and Customer Service Supervisor, you will work in a team environment. This is an excellent opportunity to use your knowledge and experience in a fast-paced environment of professionals dedicated to customer service, collaboration, and cooperation.

Lakefront delivers access to career and development opportunities, safe and healthy workplaces, effective training, and positive work-life balance – so that employees are able to perform at their best and contribute to their communities.

### **RESPONSIBILITIES INCLUDE:**

The successful candidate will be required to respond efficiently and professionally to all customer enquires related to billing, collections, service transaction, and energy efficiency. The candidate will process the transactions resulting from these calls and perform other core functions in the areas of collections, billings, and payment entry.

- Accurate billing and processing of electric, water/sewer accounts, using Harris NorthStar Customer Information System and various other metering data systems;
- A strong level of accountability required to verify critical information;
- Able to prioritize and multi-task in a fast paced, high volume environment while adhering to critical deadlines;
- Strong mathematical skills required to perform rate testing and manual adjustments, independently;



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- Develop efficiencies to improve individual productivity and contribute to department process improvement;
- Handle customer inquiries and communicate professionally and constructively to effectively resolve issues in order to minimize risk and exposure;
- Set up, reconcile or finalize customer accounts;
- Produce service orders and process high volume water locates within the required processing time
- Conduct control checks on a frequent basis to verify quality of work;
- Process customer payments and daily balancing;
- Perform weekly invoice settlements and reconciliations;
- Equal billing Reconciliation/Calculation/Maintenance;
- Complete correspondence related to customer accounts;
- Promotion of various customer services and Conservation initiatives for company;
- Adhere to department procedures, company policies and regulatory requirements;
- Other duties as assigned.

## **QUALIFICATIONS:**

Experience in a regulatory or utility environment is considered an asset, as is a sound knowledge of electric utility service supply policies, rate structures, payment options, collections, and privacy policies, as well as experience with the Northstar (Harris) Computer Information System.

- Minimum 3 or more years relevant experience in Customer Service and Billing;
- A proven team player, possessing strong problem-solving and communication skills and an aptitude for mathematics;
- Demonstrated commitment to continuous improvement; customer service and teamwork principles is necessary;
- Excel skills including proficiency in all other MS applications and working knowledge of computerized information systems;
- Demonstrated excellent interpersonal, problem-solving, quality management, organizational and communication (verbal and written) skills, together with the ability to maintain professional and effective working relationships with customers, staff, and outside agencies;
- Knowledge and understanding of utility billing system and of the NorthStar CIS is an asset.
- Knowledge and understanding of practices relating to the Ontario Energy Board's Rules and Regulations; and the Independent Electricity System Operator's Settlement Procedures is an asset.

*This is a union position, and wages are as per the Collective Agreement. Regular hours of work will be 35 hours per week. Interested candidates are invited to submit a resume, in confidence, by 4:30 p.m. April 4<sup>th</sup>, 2024, to the attention of Human Resources, 207 Division Street, PO Box 577, Cobourg, ON K9A 4L3 or by email to [hr@lusi.on.ca](mailto:hr@lusi.on.ca).*



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*We appreciate the interest of all candidates; however, only those selected for an interview will be contacted. The successful candidate will be required to submit a satisfactory criminal screening and three satisfactory reference checks as a condition of employment.*

*Lakefront Utility Services Inc. is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, and any others who may contribute to the further diversification of our organization. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance to [hr@lusi.on.ca](mailto:hr@lusi.on.ca).*