



Data Clerk – Collections
Permanent Position, Pembroke Office

Nestled along the scenic Ottawa River, Pembroke stands as a vibrant hub in the Ottawa Valley, offering affordable living, healthcare access, and a dynamic lifestyle. Ottawa River Power Corporation (ORPC) is currently seeking a motivated Data Clerk to strengthen our Front Office team, focusing on collections and customer care excellence.

Job Description

As a Data Clerk at ORPC, you will play a crucial role in maintaining our commitment to providing outstanding service to our customers. This position offers the unique opportunity to work in a dynamic, challenging environment that fosters personal and professional growth. Team members at ORPC enjoy a supportive workplace that values diversity, innovation, and community engagement, alongside a competitive benefits package that includes health, retirement plans, and professional development opportunities.

The ideal candidate will possess the ability to work both independently and collaboratively, upholding the highest standards of professionalism, confidentiality, and accuracy. If you're eager to contribute to a team that prioritizes excellence and customer satisfaction, ORPC could be your next great opportunity.

Duties and Responsibilities

- Provide exemplary front-line customer service, efficiently addressing and resolving inquiries and concerns related to billing, including high bill complaints, to ensure accuracy and customer satisfaction.
- Handle collections and billing processes and respond promptly to all customer queries, interpreting and summarizing requests to facilitate resolution.
- Process service requests for other departments, meter changes, and necessary updates to customer accounts in a timely and accurate manner.
- Assist in reception duties, supporting customer payments and collections as needed, and manage the processing of residential and retailer accounts with precision.
- Conduct tests on rate and program changes within the CIS system, ensuring accurate implementation and adjustment of customer accounts, especially within monthly payment plans.
- Maintain quality control checks to verify work quality, including filing and scanning tasks, while also providing accounting support.
- Contribute to department process improvement by developing efficiencies that enhance productivity and adhere to departmental procedures, company policies, and regulatory requirements.
- Promote various customer services and company initiatives.
- Other duties assigned.

Required Skills, Qualifications, and Core Competencies

The ideal candidate for this position will bring a comprehensive blend of skills, qualifications, and core competencies to our team, reflecting our commitment to excellence, innovation, and customer satisfaction. Experience in a regulatory or utility setting, along with a thorough understanding of electric utility service policies, rate structures, payment options, collections, and privacy policies, is highly valued.

Qualifications:

- A diploma in a business or administration-related program is required.
- At least two years of relevant experience in a customer service position.
- Minimum two years of experience in a customer service role, with a preference for those familiar with collections processes.
- Proficiency in Microsoft and web-based applications; experience with NorthStar is a plus.
- Strong analytical and accounting skills, capable of detailed billing and account adjustments.
- Knowledge of the Ontario Energy Board's regulations is beneficial.

Core Competencies:

- **Ethical Conduct:** Upholds the highest standards of integrity and accountability in all actions.
- **Organizational Skills:** Exhibits excellent organizational capabilities, with a keen ability to manage priorities in a fast-paced and demanding environment.
- **Attention to Detail:** Demonstrates a meticulous attention to detail, ensuring accuracy and efficiency in all tasks.
- **Communication and Interpersonal Skills:** Possesses strong verbal and written communication abilities, fostering effective and professional relationships with customers, staff, and external agencies.
- **Results-Driven:** Shows a clear focus on achieving outstanding results, demonstrating determination and a strong work ethic.
- **Creative Thinking:** Brings innovative and creative solutions to challenges, contributing to the continuous improvement of our services.
- **Initiative:** Proactively identifies opportunities for improvement and takes action to implement solutions.
- **Dependability:** Is reliable and committed, consistently meeting and exceeding expectations in all aspects of their role.

Additional Requirements:

Candidates must be legally eligible to work in Canada and will be required to provide a clean criminal record and driver's abstract during the hiring phase.

How to Apply

Applications are open until 4:00 pm, April 5, 2024. Please email your resume to inquiries@orpcorp.com with "Data Clerk - Collections" in the subject line. ORPC is an equal opportunity employer welcoming all qualified candidates. Only those shortlisted for an interview will be contacted. Please refrain from making telephone inquiries