

CAREER OPPORTUNITY



CANADIAN NIAGARA POWER INC.

A FORTIS ONTARIO
Company

CUSTOMER SERVICE REPRESENTATIVE

We are looking for a motivated, self-starter, who has a positive attitude with the ability to provide a high level of service to our customers while demonstrating an effective and efficient commitment to the customer service team. This position will provide front line service to the public, in-person and over the phone regarding billing inquiries, payment arrangements and other customer service related questions. The successful candidate will have the ability to effectively deal with people in a professional manner, while complying with Company policies and procedures with respect to relevant legislation and regulations regarding the Electric Industry.

The successful candidate will have intermediate computer skills, ability to troubleshoot problems, accounting skills and previous office experience multi-tasking in a customer service related position. If you are a highly organized, dedicated individual seeking an opportunity to work in a fast-paced environment, we encourage you to apply.

CNPI is offering this opportunity with an attractive compensation package. The ideal candidate will have the following minimum qualifications:

- **Post-Secondary** education in Business Administration or in a related discipline from an accredited educational institution.
- Must have at least three (3) years' experience in a customer service related position.
- Preference will be given to those candidates with an understanding of the electrical utility industry.
- Financial understanding of accounts receivable.
- Candidate must have exceptional computer skills - **SAP** knowledge is considered an asset.
- Candidate must have demonstrated knowledge with the Microsoft Office Suite applications.
- Ability to take initiative and to work with minimal supervision.
- Must hold and maintain a valid Ontario class "G" driver's license with a clean driving abstract.



The work location is Fort Erie, Ontario, and the position is employed by CNPI. Submit your application to HR@FortisOntario.com by **Oct 4, 2020**.

Indicate "FE-CSR" on subject line. www.cnpower.com

We thank all respondents but we will only contact those selected for an interview. **FortisOntario** is committed to accommodating applicants with disabilities and will provide accommodation when requested.



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Cornwall Electric
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Algoma Power Inc.
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