



## **Billing Coordinator**

Festival Hydro is a distribution company serving 20,000 customers in seven municipalities in Stratford and surrounding areas. We are a progressive utility looking for an incumbent that supports our ongoing commitment to customer and operational excellence.

Reporting to the Customer Service Manager, the Billing Coordinator will be responsible for providing accurate bills for all electricity and water consumption for our service territories. There will also be the requirement to maintain the Customer Information System with meter reading data and applicable charges to rates or Ontario Energy Board regulatory requirements. This is a full-time position and includes a comprehensive benefits package.

### **Primary Duties & Responsibilities:**

- Daily exception/variance reports, including in-depth review and analysis of electric and water accounts
- Billing of all electric, water and sewage accounts
- Initiate request for assistance from other departments via service orders
- Liaison with outside contractors and internal crews to ensure prompt service
- Schedule daily meter reading duties, including loading of meter reading devices and uploading of completed reports and reads
- Accurate billing corrections, as necessary, including proper tracking of corrections, as per Ontario Energy Board guidelines
- Closing of all electric and water meter change service orders
- Create and maintain billing, reading, holiday and due date calendars
- Responsible for month end close
- Maintain Customer Information Systems with all electric, water and sewage rate changes, including User Acceptance Testing of all changes
- Cross training for the Customer Service Representative role and act as back up

### **Knowledge/Skills and Abilities:**

- Post-Secondary education in an accounting or business-related field
- Previous experience in a billing environment; experience in the Ontario utility market considered an asset
- Office setting customer service experience, in person and by phone
- Strong proficiency in Microsoft Office (Word, Excel, Outlook)
- Customer Information System experience; Daffron experience a definite asset
- Knowledge of Ontario Energy Board rules and regulations
- Ability to plan, balance and multi-task a variety of job responsibilities based on departmental needs
- Superior collaboration and communication skills - both one on one and in group settings
- Strong business writing, documentation and record keeping skills
- Proven ability to maintain a positive working relationship with internal and external partners

Interested candidates may apply by emailing their resume and cover letter to [hr@festivalhydro.com](mailto:hr@festivalhydro.com) by Sunday, April 25, 2021. Please reference "**Billing Coordinator**" in the subject line.

We thank all applicants for their interest but advise only those selected for an interview will be contacted. Accommodations are available during all aspects of the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.