



CUSTOMER SERVICE REPRESENTATIVE

Regular full-time position

Job Description

- Manage account receivables and daily cash balance ;
- Keep track of accounts payable and prepare notices of delay ;
- Manage customer accounts ;
- Respond to customer enquiries, by phone, in writing or electronically ;
- Enter and verify computerized data ;
- Meet tight timelines for data entry ;
- Help prepare monthly invoices and final invoices by respecting the month's delivery date ;
- Manage security deposits ;
- Dealing, addressing issues, meeting Ontario Energy Board standards ;
- Daily clerical tasks such as; handling mail, emails, filing and photocopying ;
- Write letters, reports, using word processing software (Word) or an electronic spreadsheet (Excel) ;
- Prepare and compile different statistics ;
- Send collection letters, references ;
- Annual management and revision of budget plans ;
- Work with management to audit year-end accounts and special projects ;
- Work with different government agencies and social services. Write reports and follow up ;
- Complete all related tasks related to the position and required by the administration to ensure the efficiency of the department ;

Requirements and qualifications

- Have a high school diploma;
- Minimum of 2 years of experience in an overdue accounts collection;
- Excellent knowledge of Microsoft Word, Excel and Outlook software;
- Basic knowledge in simple analysis, writing and translation;
- Demonstrate skills to manage/prioritize multiple tasks simultaneously;
- Good sense of planning, organizing and time management;
- Be able to communicate easily in French and English (orally and in writing);
- Show tact and understanding of co-workers, clients, etc;
- Electricity experience could be an asset;

Salary range : \$47,775 to \$56,019 (Benefits and Omers pension plan)

Work schedule: 35 hours per week, unionized position

Workplace: 850 Tupper St, Hawkesbury, Ontario

Send your resume up-to-date or a summary of work experiences and basic qualifications related to the position by 4:00 p.m. on January 15, 2026. By email to jacinthechabot@hydrohawkesbury.ca or by mail at :

Attention: Jacinthe Chabot
Hydro Hawkesbury Inc.
850 Tupper Street
Hawkesbury, Ont. K6A 3S7

Hydro Hawkesbury would like to thank everyone, however, we will only contact those selected for an interview.