



@HOME ENERGY
has an opening for the following position

CUSTOMER SERVICE REPRESENTATIVE

@home Energy is part of Greater Sudbury Utilities Inc. (GSU) - a diversified, community-owned corporation focused on excellence, innovation, and growth. We are currently seeking a detail-oriented and collaborative Customer Services Representative to join our team.

Reporting to the Operations Manager - @home Energy, you will play a key role in supporting our water heater rental services and other competitive service operations. From handling billing and customer service to managing accounts receivable and inventory records, you'll ensure our operations run smoothly and efficiently while providing outstanding service to our customers and partners.

Key Responsibilities:

- Respond professionally to customer inquiries via phone, email, and in-person.
- Administer all aspects of customer accounts, including billing, collections, moves, and account updates.
- Review supplier and contractor invoices for accuracy and completeness.
- Process invoices, maintain inventory records, and requisition.
- Dispatch contractors and coordinate with suppliers.
- Maintain accurate electronic records.

Seeking the following qualifications:

- Exceptional customer service and communication skills.
- Strong organizational, analytical, and time management abilities.
- Ability to manage multiple tasks with accuracy and attention to detail.
- Proficient in Microsoft Office Suite and familiarity with general office systems and procedures.
- Grade 12 diploma required; post-secondary education is an asset.
- Minimum 12 months' experience in an administrative or office environment.
- Bilingualism (French and English) is considered an asset.
- Dependable, punctual, and a proactive problem-solver.
- Self-starter with drive and initiative.

@Home Energy offers a comprehensive benefit package, participation in the OMERS defined benefit pension plan, and a salary range of \$67,000 to \$75,000.00.

Interested applicants are invited to submit a detailed resume by **Friday, June 5, 2026**, no later than 4:30 p.m. to:

Email: jobposting@gsuinc.ca

GSU is an equal opportunity employer and is committed to providing a recruitment process that respects the dignity and independence of all candidates. We thank all applicants for their interest in our organization; however, only those applicants selected for an interview will be contacted. Accommodation is available for applicants with disabilities. Should you be contacted by GSU, please advise if you require an accommodation.