

GREATER SUDBURY UTILITIES has an opening for the following position

CASUAL CUSTOMER SERVICE REPRESENTATIVE (Administration of Customer Accounts)

Greater Sudbury Utilities Inc. (GSU) is a diversified, community-owned corporation focused on excellence, innovation, and growth. The GSU group of companies provides leadership in energy distribution, alternative generation, water heater rental products, and leading-edge telecommunications technologies and services.

Reporting to the Supervisor of Customer Service in our energy distribution company, the successful candidate will manage all aspects of the customer's utilities account; from meter reading coordination, bill preparation, bill production, responding to customer inquiries and collection of overdue accounts.

Key Responsibilities:

- Receive and process customer calls relating to account inquiries, service connection and disconnection. Obtain and update new customer credit information, and calculate and obtain consumer deposit where appropriate. Issue orders to arrange for field visits.
- Review with customers any billing procedure or bill issue that impacts their account.
- Maintain various records, files and prepare correspondence using the integrated systems.

Seeking the following qualifications:

- exceptional customer service and strong computer skills
- excellent organizational, analytical problem solving and time management skills
- excellent written and verbal communication skills
- dependable and punctual
- a high school diploma is required
- approximately twelve months experience in an office environment
- bilingualism (French & English) would be an asset

Interested applicants are invited to submit a detailed resume and complete an assessment by **Friday, July 31, 2026**, no later than 4:30 p.m. to:

jobposting@gsuinc.ca

We kindly ask candidates to complete a behavioural assessment.

Predictive Index Behavioural Assessment:

-  Please set aside 5–10 uninterrupted minutes to get started (there's no time limit once you begin).
-  Please complete this assessment by Friday, July 31st.
-  Don't worry — there are no right or wrong answers! If you don't understand a question, just skip it.
-  This is not a test of intelligence, education, or experience — it simply helps us understand your work and communication needs.
-  Complete it here: <https://assessment.predictiveindex.com/bo/JLi/CustomerService2026>

This position is paid at an hourly rate of \$36.90- \$41.45 plus 4% vacation pay. Employees in a casual role have the option to enrol in the OMERs defined benefit pension plan.

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.