



GREATER SUDBURY UTILITIES

has an opening for the following position

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.

What we offer

Stay healthy and well with a competitive compensation package including:

- Comprehensive benefits (Health, Dental, LTD, Life Insurance, EAP)
- OMERS defined benefit pension plan
- Ongoing training and development
- Salary Range: \$67,000.00 to \$75,000.00 annually

For more information about OMERS, visit: <https://www.omers.com/>

About the Opportunity

Reporting to the Supervisor of Customer Service or Supervisor, Utility Billing & Administrative Services, this position plays an important role in delivering exceptional customer service by supporting utility billing, account management, and collections activities while ensuring accurate and timely service to customers.

The successful candidate will:

- Retrieve 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.
- Initiate and process billing services for internal and external customers
- Maintain various records, files and prepare correspondence using the integrated systems.
- Trace inactive accounts to achieve payment or transfer account balance to current account.

Seeking the following qualifications:

- exceptional customer service and strong computer proficiency
- excellent organizational, analytical, problem solving and time management skills
- excellent written and verbal communication skills
- dependable, reliable, and punctual
- secondary school diploma (Grade 12) required
- approximately twelve months experience in an office environment
- experience working with utility customer information systems would be considered an asset
- bilingualism (French & English) would be an asset

Interested applicants are invited to submit a detailed resume by **Friday, September 25th**, 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, September 25th.
- 💡 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>

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.