



Job Title: Customer Service Representative
Organizational Unit: Operations
Division: Operations & Engineering
Location: Moose Jaw

Short Description

Reporting to the Manager, Customer Contract Administration, an employee in this job will provide support to the corporate customer service program with a specific focus on customer account and contract administration; receiving and responding to routine customer inquiries, directing more complex inquiries to the appropriate corporate staff; receiving inquiries and requests for new small volume customer connections and administering the initiation of new service; assisting in the coordination of service interruption communications; compiling information to be used in the monthly customer invoicing process; entering or importing water meter data into a water measurement database; compiling, organizing and updating customer and agreement information and inputting into a customer database; and maintaining the customer agreement and water use data base. An employee in this position will also provide prescreening support to SaskWater related line locate inquiries received through the Sask1stCall service.

Job Duties

Perform on-going agreement administration and monitoring of customer accounts including tracking and monitoring obligations contained in customer service agreements, alerting appropriate staff of time frames to ensure commitments are met, and ensuring metered consumption falls within agreement minimum and maximum usage ranges; receive notifications of service interruptions, direct to the appropriate corporate staff, assist with coordination of service interruption communications to customers and staff, and record event in service interruption log sheet; administer rate increases including tracking rate increase schedule, performing CPI and other relevant calculations for related increases, assist in informing customers of upcoming rate adjustments, updating database to reflect current rate and assisting in updating rates in water measurement database; respond to routine customer inquiries or issues, direct more complex inquiries to the appropriate corporate staff for resolution and conduct follow-up with customers ensuring service delivery and customer satisfaction is maintained; issue assignment agreements; and revise and issue amendments for small and medium volume customer service agreements ensuring proper execution as required. Provide prescreening support for SaskWater related line locate inquiries received through the Sask1stCall service.

Compile information to be used for monthly customer invoicing including entering water meter data into a water measurement database ensuring accuracy and completeness; verify water meter reads with the appropriate field staff; prepare, maintain and distribute related reports including water meter reading sheets and final water measurement reports for month end review and auditor requirements; participate in the monthly meter read validation process and assist with analyzing water consumption; perform calculations for agreements with specified conditions such as credits, discounts, minimums, manhole maintenance fees or infrastructure fees and record the data in invoice adjustment sheets for authorization and use in monthly invoicing process; perform other invoicing calculations, as required; monitor past due accounts including calculating associated interest charges, contacting relevant customers, establishing installment payment schedules, negotiating payment or waiver of interest charges up to amount identified in authorization schedule, and informing financial services of the status of aged receivables collection activities; and validate monthly invoice amounts and assemble invoices for mail out.

Administer the initiation of new service for potential small volume users and assist with administering the initiation of new service for potential medium volume users including receiving connection inquiries, reviewing existing maps and/or discussing with appropriate staff to obtain system capacity, preparing and ensuring execution of requests for service, and issuing requests for site inspection to appropriate staff; prepare standard water supply agreements for execution by new customers and SaskWater; generate a summary of new customer and key agreement components and inform appropriate staff so connection process can begin; and perform ongoing small volume customer agreement administration including performing research and review to determine if customer needs can be met and if agreement needs to be amended.

Perform agreement administration and water measurement database maintenance including compiling, organizing and updating customer and agreement information and inputting into the database; conduct initial investigation of line locate requests; maintain and update lands related records through Information Services Corporation (ISC); transfer titles and interests from SaskWater to another party; perform land title searches and estimate title transfer costs; perform land value searches through Saskatchewan Assessment Management Agency (SAMA) for the purpose of transferring titles and providing land values to other work units; respond to requests for information from customers and staff; generate monthly, quarterly and annual reports from the database for distribution to appropriate staff; administer the creation and maintenance of new and existing customer files; and ensure appropriate security protocols are maintained to safeguard database and all forms of customer information and that all information collected and stored complies with corporate privacy policies and government legislation.

Conduct basic market research as required; perform basic bookkeeping tasks including coding of invoices, recording project expenses, etc.; participate on internal committees as assigned such as Customer Satisfaction Survey committee; maintain Permit to Operate and Compliance Inspection filing; prepare cover letters for annual Notices to Consumers and distribute as required; perform corporate registration searches upon request; calculate water and sewer charges for Saskatchewan communities resulting from changes in municipal by-laws and update database to reflect those changes; and complete other assignments as required.

Qualifications

To qualify, you will have a Diploma in Administration or similar discipline and two years experience in a customer service and/or administrative role. You have excellent customer service and communication skills along with a basic knowledge of bookkeeping, market research and contract administration. A valid driver's licence is required.

Special Requirements: *The position requires the incumbent to undergo a Criminal Record Check.*

Where the minimum educational requirement is not met, an equivalent combination of training, knowledge and experience will be considered.

Application Deadline

May 18, 2018

To Apply

Please indicate where you learned of this opportunity and send a resume and cover letter to:

SaskWater
Human Resources
200 - 111 Fairford Street East
Moose Jaw, Saskatchewan S6H 1C8
Fax: (306) 694-3207
Email: hr@saskwater.com

SaskWater offers competitive wages and an attractive benefits package. We would like to thank all applicants for their interest; however, only those selected for an interview will be contacted.

SaskWater values workplace diversity and is committed to maintaining an inclusive and respectful workplace.

