



Customer Service Administrator Rockyview Gas Co-op

Vision

To be the member owned natural gas distributor and supplier of choice, operating in a safe, sustainable and reliable manner.

Mission

To provide value to our members/owners through:

- Safety Excellence
- Outstanding Service & Reliability
- Quality Gas
- Competitive Price

Rockyview Gas Co-op serves over 1700 members / customers, with our office located in Crossfield, AB.

Check out our website at:
www.rvgc.ca

Candidates will be contacted for interviews and competition will remain open until a suitable candidate is selected.

Applicants with alternate qualifications or experience may be considered for other positions within the organization.

This is a full-time, one-year term position with the possibility of transitioning to permanent. Reporting to our Business Operations Manager, you will be responsible for reception and customer contact in the office, customer service for billing inquiries, processing of payments and account collections, data entry and running reports, assisting with a variety of administrative functions and projects, and supporting the General Manager.

Utility Administration

- Monthly activities surrounding gas billing bill run processing
- Pre and Post bill run administration
- Manage meter exchange program compliance and appointment scheduling
- Locate Request Management, audit reporting, records management

Account Maintenance

- Customer onboarding and change maintenance
- Customer file maintenance (digital and hard copy)
- First point of contact for Members and Customers

Accounts Receivable

- Payment processing
- Account Collections – Ensure procedures and policies are followed / actioned, identify issues and provide solutions, prepare arrears reporting and provide analysis
- EFT Management and Specialized AR Processing (Open Invoice)

Customer Communications

- Maintain excellent public relations and provide utility information
- Customer communication initiatives and distribution
- Manage RVGC general communication lines

Office Administration

- Safety Administration
- Operations Centre Maintenance Coordination – building and equipment
- Communications system coordination, maintenance and training
- Office supply coordination
- Fleet tracking
- Meeting and event organization

Education

- Business Administration Certificate or equivalent experience

Experience

- 2 – 5 years Customer Service Experience
- Billing or Collections experience considered an asset
- Natural gas co-op or utility experience considered an asset
- Advanced experience with Microsoft Office Suite required

Competencies

- Strong organizational skills
- High attention to detail and accuracy
- Planning, Organization, Critical Thinking, Problem Solving

Please forward your cover letter and resume to:

Email: hr@rvgc.ca