



Customer Inquiry Support Rep

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Posting End Date:

July 22, 2025

Employee Type:

Regular-Full time

Compensation Grade:

Grade 6 (Unifor South Brantford Call Center)

Union/Non:

This is a unionized position

Bargaining Unit/Local: Unifor Local 8833 Brantford Call Centre Office

Rate Classification: Grade 6, \$38.83 - \$42.88 per hour.

Employee Type: One (1) Permanent Full-time Position

We are seeking a Permanent Customer Inquiry Support Representative to join our hardworking team!

In this role, you will arrange payment with residential and commercial customers on overdue bills, work with appropriate third parties, as needed, and answer customer questions and concerns regarding their account.

Our ideal candidate has excellent communication and problem-solving skills with a focus on providing professional and supportive customer service.

Are you passionate about providing outstanding customer service? Apply today!

What you will do (Responsibilities):

- Processes and determines appropriate action for all delinquent gas accounts.
- Initiates outgoing calls and monitors accounts from on-line systems or hard-copy reports.
- Receives calls via automated dialer platform to resolve collection concerns.
- Works closely with internal and external partners/customers to ensure the best course of action is taken on delinquent accounts.
- Works offline assignments including but not limited to customer inquiries, agency assist, high balance account monitoring, RDLK/RUNL notification issues (CC20s), bankruptcies, tenant notices and vital service requests.
- Processes adjustments, orders, reports, and other account updates as required. Forwards inquiry/complaints as per defined process.
- Follows company and business unit processes, policies, and procedures.
- Assists with training, as requested.
- Promotion of corporate programs/initiatives as required.
- Completes other tasks and assists other departments as assigned.

Who you are (Qualifications):

You will have the following combination of education, skills experience:



- Minimum high school education.
- Excellent verbal and written skills required.
- Excellent customer service and negotiation skills required.
- Demonstrated desktop skills required (Excel, Word, MS Outlook, MS Word).
- Demonstrated, accurate keyboard/data entry skills.
- Experience in a Call Centre and/or Collections environment would be an asset.
- Demonstrated ability to work in a fast-paced team environment.
- Experience working in SAP CIS would be an asset.
- Must be able to work responsibly under direct and indirect supervision.
- Satisfactory discipline record
- Satisfactory attendance record

Mandatory Testing: Call center testing

NOTE: As this position is within the Local Bargaining Unit identified above, please note that members will be given first consideration. We accept applications submitted via our online recruiting system only.

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Information For Applicants:

- Applications can be submitted via our online recruiting system only.
- We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted.
- Final candidates for this position may be required to undergo a security screening, including a criminal records check.

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Job Details

Job Requisition ID	67914
Location	Brantford, ON, CAN
Posting Date	2025-07-14 - 1 day ago
Posting End Date	2025-07-23 (7 days left to apply)
Job Family	Professional & Business Services - General
Time Type	Full time
Job Type	Regular
Supervisory Organization	Contact Centre (Tricia Andree)

Hiring Team



Recruiter



Sushmitha Supal

Hiring Manager



Tricia Andree

Related Links

Internal: Customer Inquiry Support Rep