



POSITION DESCRIPTION

Qulliq Energy Corporation

TITLE	Customer Service and Collections Assistant	POSITION NUMBER	A6FB17, A6FB18
REPORTS TO	Collections Supervisor	POSITION GRADE LEVEL	C
HOME COMMUNITY	Baker Lake	POSITION TYPE	Indeterminate

PURPOSE	This position is responsible for initiating, monitoring and supporting the collections process for QEC in order to facilitate the timely collection of utility accounts receivables. The position also updates and maintains accurate records of customers pertaining to collections within the customer database system.
PRIMARY RESPONSIBILITIES	<ul style="list-style-type: none"> Reviews accounts receivables on a monthly basis and contacts delinquent customers for payments. Prepares 48-hour disconnection notices for delinquent customers and follows up with plant personnel to ensure delivery of notices. Maintains accurate records of notices delivered to customers within QEC’s customer database system. Applies appropriate fees to customer accounts for disconnection notices delivered. Answers customer’s collection inquiries, attempts to negotiate payment arrangements and advises delinquent customers about applicable security deposits required for reconnection of services. Ensures accuracy of collections status and verifies whether further action is required. Reviews inactive accounts and applies customer deposits or credits to outstanding accounts. Liaises with Billings Clerks, Cash Receipt Clerks and Supervisor to ensure customer accounts are reconciled and adjusted in a timely manner. Corresponds with Operations staff regarding requests for meter investigations in support of any collections activity and follows up with customers to advise them of actions taken with regard to their inquiries and disputes.
EDUCATION AND TRAINING	<ul style="list-style-type: none"> High school diploma
PRIOR EXPERIENCE	<ul style="list-style-type: none"> One year of experience in customer service. One year of experience in office administration. Experience in accounts receivables is an asset.
INTERPERSONAL SKILLS	Interaction is with a variety of people. These may be fellow employees, customers, the public, or others outside the organization. Communications are of limited difficulty. Interactions usually involve routine, straightforward exchanges of information. Interactions typically involve non-stressful encounters and dealing with straightforward interpersonal problem situations.
CONCENTRATION	Work involves a moderate degree of high alertness and concentration to complete job tasks. There are some sensory demands or job requirements for unusual vigilance or attentiveness. However, there are some time pressures to finish specific job tasks.
PHYSICAL DEMANDS	Work requires light or a low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing but does not usually produce fatigue and requires periods of rest. Freedom of movement exists, and the job does not confine the employee to a fixed body posture. Body movement usually involves sitting and intermittent walking.
SCOPE	There is a high degree of job structure. Job tasks are generally straightforward, with some degree of repetitiveness. Employees usually receive direct and/or indirect supervision that focuses on monitoring accuracy, quality, and adherence to detailed instructions. In cases where the nature of the job requires independence, employees can use some discretion within predetermined limits and procedures.
MATERIAL RESOURCES	Work requires limited responsibilities for material resources. Examples of resources could include supplies, equipment, inventories, small budgets, and other similar material assets. The employee has a limited amount of control over these resources. The cost of errors is also limited in terms of damage, waste, or financial loss. Problems associated with material resources are not overly complex. The volume of resources may vary, but the level of difficulty in dealing with these resources is uncomplicated.
INFORMATION RESPONSIBILITY	Information can be somewhat sensitive, protected, or of limited confidentiality. The employee may use the following types of skills for dealing with information: compiling, checking, and/or arranging information. The importance of the information is usually of some significance. Options for dealing with the information are somewhat prescribed and not often complex.
SUPERVISORY	The job does not require the provision of guidance or supervision to others. There is no formal responsibility for directing others.
WORKING CONDITIONS	No, or very incidental, adverse environmental working conditions.
AUTHORIZATION	

_____ Senior Manager (Department)	_____ Date	_____ President and CEO	_____ Date
_____ Supervisor	_____ Date	_____ Employee	_____ Date

The content of this position description is intended to describe the general work being performed by the incumbent in this position. It is by no means intended to be an exhaustive list of all responsibilities and activities required of this position, nor could it be. The incumbent will be required to additional work duties assigned by Management. For express clarity, the work activities of any position at QEC will not be limited to the Position Description.