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Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqunik Ikumatjutiit

Entrusted with supplying safe, reliable and efficient energy to the citizens of Nunavut, through both traditional and alternative sources, **Qulliq Energy Corporation (QEC)** offers many opportunities for those seeking to convert their skills and expertise into professional success. Sounds like you? Join our team. Wide-open spaces, rewarding work in a variety of settings, and the chance to contribute to the well-being of all Nunavummiut will bring new energy to your career – now and in the future.

BUSINESS ANALYST / COLLECTIONS SPECIALIST

RANKIN INLET, NU – Ref. No. QEC-18-038

Diplomatic in all your interactions – internally and externally, you're a self-motivated, flexible and detailed-oriented analyst who welcomes this opportunity to initiate and monitor an effective Collections process.

Reporting to the Manager of Customer Care, and overseeing two Customer Service and Collections Assistants, you'll facilitate the timely collection of utility Accounts Receivables (A/R) in the Kivalliq and Baffin Regions. This will see you contacting delinquent account customers to negotiate payment or take appropriate action per QEC's Terms of Service, and providing exemplary customer service by fielding customer inquiries and ensuring the timely resolution of issues while maintaining a record of complaints.

Success in this role will depend largely on your ability to maintain positive, professional relationships with customers and QEC personnel, and to identify Customer Care staff training and development needs to support our long-term strategic plans and short-term objectives to meet business improvement goals.

DUTIES AND RESPONSIBILITIES INCLUDE:

- Analysing complex account billings and statistical data to ensure accuracy of past transactions and future billings;
- Reviewing aged A/R and inactive, closed and past accounts to determine required action;
- Initiating collection correspondence to all residential and commercial clients who are in arrears;
- Investigating problematic and long-outstanding accounts and informing the Manager;
- Coordinating collections efforts with larger customers such as the local community Co-ops, the Nunavut Housing Corporation, the City of Iqaluit, and the Hamlets;
- Preparing 48-hour load limiter and disconnection notices for delinquent accounts;
- Maintaining accurate records of delivery notices and status of customers;
- Corresponding with Operations staff regarding damage claims and meter investigations;
- Assisting with financial reporting regarding allowance for doubtful accounts and activities;
- Providing month-end and year-end accounting assistance to the Customer Care Manager, the Chief Financial Officer, and the Office of the Auditor General during audit periods;
- Providing Collection Support Services to the Kitikmeot Region;
- Reconciling customer accounts and liaising with Billing Clerks to ensure timely adjustments;
- Following up with customers on action taken concerning inquiries and disputes; and
- Developing and coaching a results-oriented team to meet business and customer service needs.

REQUIRED QUALIFICATIONS INCLUDE:

- Post-secondary diploma in Accounting, Finance or Business Management;
- 5 years' collections experience in a customer service environment, including 2 years supervising staff;
- Strong accounting and analytical skills;
- Excellent verbal and written communication and interpersonal skills, with the ability to negotiate;
- Excellent computer skills with the Microsoft Office Suite; and
- Ability to travel to various communities within Nunavut by small/medium aircraft, as required.

ASSETS:



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- Experience working with Great Plains;
- Knowledge of the Nunavut culture, language and land; and
- Ability to speak Inuktitut, Inuinnaqtun and/or French.

We offer a competitive salary ranging from \$84,649 to \$98,182 per annum and a comprehensive benefits package, including a Northern Living Allowance of \$18,517 per annum. This position is not included in the Nunavut Employees Union. Subsidized staff housing is available.

Preference will be given to Nunavut Inuit.

Apply in writing, by **August 3, 2018**, to: hr@qec.nu.ca

or by mail to: **Human Resources, Qulliq Energy Corporation, P.O. Box 420, Baker Lake, NU X0C 0A0.**

We thank all applicants for their interest; however, only those selected for further consideration will be contacted.

qec.nu.ca