



ᑭᓄᓐ ᑭᓄᓐ ᑭᓄᓐ ᑭᓄᓐ ᑭᓄᓐ ᑭᓄᓐ ᑭᓄᓐ
Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqtunik 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-17-039

The Business Analyst / Collections Specialist is responsible for initiating and monitoring the collections process in order to facilitate the timely collection of utility accounts receivables in the Kivalliq and Baffin Regions. This includes making contact with delinquent customers in order to negotiate payment and where necessary, proceeding with an appropriate course of action in accordance with QEC's terms of service.

The incumbent will strive to provide exemplary customer service by fielding customer inquiries, maintaining a record of all customer complaints and ensuring issues are resolved in a timely manner. The incumbent will maintain positive and professional relationships with customers and QEC personnel.

KEY RESPONSIBILITIES INCLUDE:

- Analytical review of billings and statistical data of complex accounts to ensure accuracy in past transactions and future billings;
- Review aged accounts receivables of each community on a regular basis, contact delinquent customers accordingly, and attempt to negotiate payment arrangements with customers;
- Maintain accurate records of notices delivered, the status of customers in collections and verifies whether further action is required;
- Assists with financial reporting with regard to allowance for doubtful accounts and activities;
- Reconciles customer accounts and prepares adjusting entries;
- Supervise the Customer Service and Collections Assistants while providing direction, support and guidance; and
- Provide job development training to Customer Care and Collections positions as required.

REQUIRED QUALIFICATIONS INCLUDE:

- Grade 12 with post-secondary accreditation in Office Management or Business Administration;
- Five (5) years of demonstrated collections experience;
- Experience in a customer service based environment;
- Supervisory experience and the ability to train and develop staff;
- Excellent computer skills in Microsoft Office Suite;
- Ability to negotiate and be diplomatic;
- Excellent interpersonal skills; excellent written and verbal communication; and
- A combination of education and work experience equivalency may be considered.



ᑭᓄᓐ-ᑭᓄᓐ ᑕᓄᓐ ᑕᓄᓐ ᑕᓄᓐ ᑕᓄᓐ ᑕᓄᓐ
Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqtunik Ikumatjutiit

ASSETS:

- Courses in Collections, Negotiations, Conflict Resolution;
- Knowledge and working experience of Great Plains software;
- Knowledge of the Inuit language, communities, culture, land and Inuit Qaujimatugangit; and
- Ability to speak Inuktitut, Inuinnaqtun, or French.

We offer a starting salary of **\$83,811-\$103,876** per annum, which is commensurate with experience, and a comprehensive benefits package, including a Northern Living Allowance of **\$18,517** per annum. This indeterminate position's bargaining status is under review. Subsidized staff housing is available.

Preference will be given to beneficiaries of the Nunavut Land Claims Agreement.

Apply in writing, by **Nov 17th, 2017**, to: hr@qec.nu.ca or by mail to: **Human Resources, Qulliq Energy Corporation, P.O. Box 250, Iqaluit, NU X0A 0H0.**

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