



# Employment Opportunity

Generating bright futures

**Closing Date:** 2012/03/15

## District Support Representative - Lundar

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment, and customer service.

We are seeking a District Support Representative for a part-time position in Lundar, Manitoba. You will perform a variety of complex duties, provide customer information service responding to telephone, counter, and written queries and initiate action to comply with requests and resolve problems or concerns diplomatically.

As a District Support Representative, you will:

- Provide prompt, courteous and effective telephone and counter service to customers requiring assistance with their account, service or related matters.
- Provide detailed account analysis as required in dealing with customers.
- Review metered consumption.
- Receive and analyze data on the Customer Service Systems for billing and collection purposes ensuring all available required information is recorded accurately.
- Will be required to assist with: district work orders, time entry, wiring permits, issuing receipts for customers at the counter, and preparing bank deposits.
- Assist as required with the collection of delinquent accounts.
- Will be required to work on a rotation basis to maintain inquiry service.
- Will be required to travel to surrounding District Offices as required.

You will have a Grade 12 education or equivalent with proficiency in Mathematics and typing ability of 40 w.p.m. and two years related experience. You will also have a working knowledge of Microsoft Word, Excel, Outlook and the Internet. You will be capable of dealing in a tactful and courteous manner with the public and staff with the ability to handle confidential information with discretion. You will be required to possess a valid Province of Manitoba Driver's Licence.

Visit our website at [www.hydro.mb.ca/careers](http://www.hydro.mb.ca/careers) to apply online. The deadline for applications is **March 15, 2012**. We thank you for your interest and will contact you if you are selected for an interview.

You can apply from a Community Access Site (library, school, community agency, etc) located across the province. Contact Community Connections at 1-866-445-2555 for details regarding public access sites. Free email accounts are available from Yahoo mail.

Manitoba Hydro offers a competitive salary and benefits package as well as working conditions that provide a balanced approach to work, family life and community.