



Employment Opportunity

Generating bright futures

Closing Date: 2012/05/10

Bilingual District Support Representative - Treherne

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service 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 an experienced Bilingual District Support Representative for a full-time position in Treherne, Manitoba. This position may include travel to outlying districts within the Portage Customer Service Centre.

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. **Duties and responsibilities are to be performed in both official languages (English and French).**

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, issue receipts for customers at the counter, and prepare bank deposits.
- Assist as required with the collection of delinquent accounts.
- Work on a rotation basis to maintain inquiry service.
- Travel to surrounding District Offices as required.

You will have Grade 12 education or equivalent with proficiency in Mathematics, typing ability of 40 w.p.m., and two years related experience. You will also have 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 to apply online. The deadline for applications is **May 10, 2012**. We thank you for your interest and will contact you if you are selected for an interview.

You can apply at 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 and working conditions that provide a balanced approach to work, family life and community.