

Customer Service Representative (Temporary)

Pacific Northern Gas Ltd., a subsidiary of AltaGas Ltd., owns and operates natural gas transmission and distribution systems. In the northeast, Pacific Northern Gas (N.E.) Ltd. provides gas distribution service in the Dawson Creek, Fort St. John and Tumbler Ridge areas.

Reporting to the Manager, Customer Care, this position is located in our Terrace, BC office. This position is temporary for approximately 6 months.

Duties & Responsibilities

- Answer phones and respond to customer inquiries, complaints and emergency calls.
- Receive, dispatch and distribute mail, parcels, courier packages and faxes.
- Maintain information on employee availability and monitor base station radio. Dispatch personnel as required.
- Collect and process information in order to final, transfer or establish a new or existing service or customer.
- Process service line and miscellaneous invoices, reconcile accounts and maintain records.
- Process and data enter payments and prepare daily bank deposit.
- Process payment reversals, misapplied payments, and inactive account credit balances.
- Prepare accounts for collections, process funds received and maintain records of delinquent accounts.
- Review and follow up on active delinquent accounts for notice of disconnection.
- Create process and close service orders as required.
- Identify, investigate and correct billing errors and rejected transactions.
- Investigate meter exceptions and process adjustments and scheduled upload and download of meter reading files.
- Maintain meter reading management system and provide support to field staff.
- Assist with systems upgrading and verification and process improvements as required.
- Assist in problem identification, resolution and database maintenance.
- Create or assist in the development of reports and run as required.
- Data enter and assist with tracking manually billed customer invoices.
- Maintain departmental filing systems.

Experience and Qualifications

- Grade 12 education.
- Proficient in the use of MS Word and Outlook and must function at a minimum of an intermediate level of Excel. Advanced knowledge of Excel is considered an asset.
- Basic knowledge of accounting fundamentals.
- Minimum typing speed of 40 wpm and the ability to use standard office equipment.
- A proven ability to deal effectively with customers.
- Good verbal and written communication skills.

Pacific Northern Gas offers a comprehensive defined benefit pension and benefits package in addition to work/life balance and opportunities for career growth.



Qualified applicants are invited to email their resumes to careers@png.ca

We thank all applicants for their interest in our organization, but only those candidates selected for interviews will be contacted.