

QULLIQ ENERGY CORPORATION

Qulliq Energy Corporation (QEC) is entrusted to provide safe, reliable power to all customers in Nunavut. Owned by the Government of Nunavut and operated as an arms-length territorial corporation, QEC is the sole provider of electricity and district heating in Nunavut. In comparison to other utilities in Canada, QEC faces unique challenges as it operates 25 stand-alone diesel power generation facilities and distribution systems located in each of the territory's communities.

QEC-19-029 Regional Customer Service Administrator (This competition is restricted to Nunavut Inuit applicants)

Based out of Iqaluit, Nunavut and reporting to the Revenue Manager, this position is responsible for the administration of the Iqaluit Customer Service office. The position is accountable for scheduling and assigning tasks to support staff, addressing customer inquiries and complaints, receiving payments, making bank deposits, as well as the coding and data entry of invoices and meter tickets.

Duties and Responsibilities:

- Prepares disconnect letters, makes payment arrangements with customers and prepares the appropriate paperwork, assigns disconnections and load limiter installations, monitors customer payment arrangements and applies disconnection fees as required.
- Schedules and assigns work tasks to support staff in the assigned regional office.
- Processes payments, including receiving payments from payment stations, preparing deposits, and entering payments into the system.
- Processes connections and disconnections.
- Processes vendor invoices, including proofing, coding, and forwarding invoices to Accounts Payable.
- Conducts collections within the region as required.

Required Qualifications Include:

- High school diploma.
- One year of general office experience.
- Demonstrated proficiency with Microsoft Office, Adobe and the internet.

Assets:

Post-secondary education in office or business administration



- Knowledge of Nunavut, the land, language and culture.
- The ability to communicate in Inuktitut, Inuinnagtun and/or French.

Equivalencies that consist of an acceptable combination of education, experience, knowledge, skills and abilities may be considered.

We offer a competitive starting salary range of \$69,946 to \$79,365, a northern living allowance of \$15,016 per annum, eligibility for overtime, a comprehensive benefits package including a defined benefit and pension program along with subsidized staff housing. This position is included in the Nunavut Employees Union.

To apply email <u>careers@qec.nu.ca</u> or by mail to: Human Resources, Qulliq Energy Corporation, P.O. Box 420, Baker Lake, NU XOC 0A0

Apply in writing, by June 14, 2019.

Applications for this competition may be considered for future employment opportunities with QEC.

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