



Highway 14 Regional Water Services Commission
Box 540, 5029-51 Ave.
Ryley, Alberta, Canada T0B 4A0
(780) 663-2019 or 1-866-333-3791
Fax (780) 663-2050

Position: Customer Service Representative/Billing Clerk
Posting Date: October 5th, 2020
Job Location: Village of Ryley

Description:

The Highway 14 Regional Water Services Commission purchases treated water from EPCOR via Strathcona County and distributes it to its member and non-member municipalities throughout the service area. They include Strathcona County, Beaver County, Town of Tofield, Village of Ryley, Village of Holden, Town of Viking and Camrose County. These municipalities rely upon the Highway 14 Commission for the delivery of a safe and reliable supply of treated water. Emphasis is placed on safety for the work group and the public. The successful applicant will be enrolled in the Local Authorities Pension Plan and receive medical, dental and insurance benefits.

Responsibilities:

Under the direction of the Office Manager the successful applicant will provide support in all aspects of Customer Service and the billing, consumption and fixed rate charges and rate changes for the regional water system. Requirements will include skills in accounts receivable, collections and excellent communication skills. Receptionist duties will involve talking to new clients and assessing their needs, communicating the requirements of connections, disconnects and new installations. This is full time employment and is located in the main offices of Highway 14 Regional Water Services Commission. The successful applicant will be confident with computers, excel, Microsoft Office and be congenial in working with co-workers, customers and municipal representatives.

Qualifications Preferred:

- Minimum Grade 12 diploma, or GED/ post-secondary in office /Business Administration.
- Knowledge of programs such as Serenic (Bellamy) Utility billing is an asset.
- Excellent record keeping, documentation and organizational skills. Ability to work under stress, handle situations and meet deadlines.
- Strong analytical skills and ability to moderately complex accounting or mathematical functions.
- Excellent computer skills and knowledge of Microsoft Office.
- Must have a pleasant telephone personality and effective communication skills, both written and verbal.
- Must have the ability to function with minimal supervision.
- Requirement to complete a security clearance check.
- Applicants must provide educational and employment history as well as references.

Compensation:

Hours of work are 35 hours per week, Monday to Friday
Annual salary range is from \$55,692 to \$70,616

The position will remain open until a suitable candidate is found.
We thank all who apply, however, only those selected for an interview will be contacted.

Please submit your application to the attention of:

Crystal Yeske, Office Manager
Highway 14 Regional Water Services Commission

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Ryley, AB T0B 4A0
Fax: 780.663.2050
Email: info@hwy14water.ca