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 Qulliq Energy Corporation  
 Société d'énergie Qulliq  
 Qulliq Alruyaktuqtunik Ikumatjutiit

# Job Description

## Qulliq Energy Corporation

<b>TITLE</b>	Billing Clerk	<b>POSITION NUMBER</b>	Various
<b>REPORTS TO</b>	Billing Supervisor	<b>POSITION GRADE LEVEL</b>	C
<b>HOME COMMUNITY</b>	Baker Lake, Cambridge Bay, Rankin Inlet, Iqaluit	<b>POSITION TYPE</b>	Indeterminate

**PURPOSE** The Billing Clerk is responsible for processing customer payments, maintaining account information, and responding to general inquiries. The position is also responsible for preparing and distributing monthly bills, investigating billing discrepancies, and assisting in the preparation of monthly reports.

- PRIMARY RESPONSIBILITIES**
- Prepares, classifies, and processes monthly utility invoices for distribution.
  - Responds to customer inquiries regarding invoices, work orders, meter reads, and disconnects.
  - Processes work orders for customer connections, disconnections, and account transfers.
  - Liaises with delinquent customers to ensure recovery of outstanding accounts.
  - Processes delinquent customer security deposits required for reconnection of services.
  - Applies appropriate fees to customer accounts for disconnection notices.
  - Coordinates with staff to validate the accuracy of monthly meter read reports.

**EDUCATION AND TRAINING**

- High school diploma.

- PRIOR EXPERIENCE**
- One year of experience in customer service.
  - One year of experience in office administration.
  - Experience in a billing environment is an asset.

**INTERPERSONAL SKILLS** Interaction is with a variety of people. These may be fellow employees, customers, the public, or others outside the organization. Communications are of limited difficulty. Interactions usually involve routine, straightforward exchanges of information. Interactions typically involve non-stressful encounters and dealing with straightforward interpersonal problem situations.

**CONCENTRATION** Work involves a moderate degree of high alertness and concentration to complete job tasks. There are some sensory demands or job requirements for unusual vigilance or attentiveness. However, there are some time pressures to finish specific job tasks.

**PHYSICAL DEMANDS** Work requires light or a low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing but does not usually produce fatigue and requires periods of rest. Freedom of movement exists, and the job does not confine the employee to a fixed body posture. Body movement usually involves sitting and intermittent walking.

**SCOPE** There is a high degree of job structure. Job tasks are generally straightforward, with some degree of repetitiveness. Employees usually receive direct and/or indirect supervision that focuses on monitoring accuracy, quality, and adherence to detailed instructions. In cases where the nature of the job requires independence, employees can use some discretion within predetermined limits and procedures.

**MATERIAL RESOURCES** Work requires limited responsibilities for material resources. Examples of resources could include supplies, equipment, inventories, and other similar material assets. The employee has a limited amount of control over these resources. The cost of errors is also limited in terms of damage, waste, or financial loss. Problems associated with material resources are not overly complex. The volume of resources may vary, but the level of difficulty in dealing with these resources is uncomplicated.

**INFORMATION RESPONSIBILITY** Information can be somewhat sensitive, protected, or of limited confidentiality. The employee may use the following types of skills for dealing with information: compiling, checking, and/or arranging information. The importance of the information is usually of some significance. Options for dealing with the information are somewhat prescribed and not often complex.

**SUPERVISORY** The job does not require the provision of guidance or supervision to others. There is no formal responsibility for directing others.

**WORKING CONDITIONS** No, or very incidental, adverse environmental working conditions.

**AUTHORIZATION**

_____ Senior Manager (Department)	_____ Date	_____ President and CEO	_____ Date
_____ Supervisor	_____ Date	_____ Employee	_____ Date

The content of this position description is intended to describe the general work being performed by the incumbent in this position. It is by no means intended to be an exhaustive list of all responsibilities and activities required of this position, nor could it be. The incumbent will be required to additional work duties assigned by Management. For express clarity, the work activities of any position at QEC will not be limited to the Position Description.