



POSITION: Finance & Customer Accounts Coordinator
WORK GROUP: Non-Union

POSITION SUMMARY:

Reporting to the President & CEO, the Finance & Customer Accounts Coordinator supports day-to-day finance operations and customer accounts processes, including accounts payables / receivables, cash application, revenue reconciliations, and billing system updates. The position provides back-up support to Customer Care and is designed as a cross-trained role to build coverage and succession capacity for core Finance/Regulatory and Billing/Customer Service functions.

DUTIES AND RESPONSIBILITIES: (The following set out the principal functions of the job but are not considered to be a detailed description of all work requirements.)

The duties listed represent the future-state responsibilities for the new role after Management redistributes certain finance, billing, customer accounts, and reporting tasks currently performed across multiple team members.

Finance:

- Monthly statistical data retrieval, processing and entry (from service requisitions, phone logs, meter updates for populating OEB RRR statistics, Scorecard, Corporate KPIs etc.)
- Daily Valuation of 1905 Historical Power Agreement
- Accounts Payable processing
- Accounts Receivable processing and inquiries, including month end balancing procedures
- Online bank payments processing
- Meter change processing in Enterprise Management System (EMS)
- Assist with month-end and year-end financial functions

Billing:

- Monthly Hydro Revenue Reconciliations
- Semi-annual Equal Payment Plan review, analysis, and adjustments
- Annual General User customer classification review
- Customer Information System (CIS) Meter change processing
- CIS Customer move-in/move-out processing
- Daily balancing and posting of customer payments
- Customer Non-payment Disconnection Cycle processing
 - Generate/issue customer notifications (e.g., auto-dialer calls, 48-hour calls, reminder notices, yellow & red door tags)

Cross-Training and Development

- Provide back up support for day-to-day Administrative Assistant duties as required
- Provide back up support for day-to-day Billing & Customer Service Officer as required

Other

- Assist with the provision of contracted Management Services to Sioux Lookout Hydro as required
- Assist with the implementation of special or strategic projects as required
- Performs such other related duties as may be assigned.

Qualifications:

- Satisfactory criminal record check.
- Minimum requirement: College diploma in Finance, Accounting, Business Administration, or General Business (or an equivalent combination of education and relevant experience) with demonstrated interest and aptitude for longer-term growth within the organization. Bachelor's degree and/or progress toward a professional designation (e.g., CPA) is considered an asset.
- Strong analytical skills (financial modeling considered an asset and/or a demonstrated willingness to develop).
- A proven ability to work within stringent deadlines and manage competing priorities.
- Ability to prepare clear written reports that communicate analytical and financial information.
- Advanced experience in spreadsheet design using MS Excel (e.g., pivot tables, XLOOKUP/VLOOKUP, reconciliation worksheets).
- Proficiency in Windows and Microsoft Office (Word, Excel, PowerPoint) and other software programs as applicable (e.g., accounting/ERP and customer billing/CIS systems).
- Self-directed and motivated learner with a commitment to continuous improvement and training/development.