



Customer Service Representative - Cash and Billing

We're looking for a customer-focused, detail-oriented team member to join our Lakeland Power Customer Service team. In this role, you'll be the first point of contact for customers by phone and email, helping resolve questions and keep accounts up to date in our billing system. You'll also support daily cash handling and assist with billing processes. If you're organized, reliable, and enjoy problem-solving, this is a great opportunity to build your skills in a supportive environment.

What you'll do:

- Respond to customer inquiries by phone and email in a friendly, professional way
- Resolve customer questions, requests, and concerns efficiently
- Process service applications and follow up as needed
- Maintain and update customer and landlord information in the system
- Process incoming payments – mailed, online, and EFT
- Prepare bank deposits and support cash handling activities
- Process NSF returns
- Process pre-authorized payment files
- Support bank reconciliations
- Respond to lawyer letters related to property sales
- Learn and work within our billing system and related platforms
- Collaborate with the Billing team to review data and support monthly billing cycles
- Assist with retailer billing processes
- Assist with the equal payment review process
- Complete general administrative tasks as needed

Qualifications:

- A customer-first mindset and a positive, professional attitude
- Strong communication and listening skills to assist customers
- Strong interpersonal skills and comfort with team collaboration
- Strong organizational skills and the ability to manage multiple tasks
- Attention to detail and accuracy when working with data
- Problem-solving skills and confidence in handling customer concerns
- Comfort using computers and learning new systems and software
- Basic experience with Microsoft Office (Excel, Word, Outlook)
- Previous customer service, de-escalation training, administrative, or cash handling experience is an asset, but not required
- Experience with NorthStar CIS is an asset, but we're happy to train the right person
- A valid driver's licence

What Lakeland has to Offer?

- Competitive compensation
- OMERS defined benefit pension plan
- Employer-paid benefit package
- Flexible work arrangements
- Career development opportunities
- Work in a collaborative environment that values innovation, safety, and community impact.



Salary Range: \$50,000-\$60,000

Interested candidates should submit their cover letter and resume at <https://lakelandholding.bamboohr.com/careers/60> by the end of the day on July 5th, 2026.

Lakeland Holding Ltd. is an equal-opportunity employer, and we value the importance of diversity, dignity and worth of every individual in the workplace. Lakeland offers accommodation for applicants with disabilities in its recruitment processes. If Lakeland contacts you regarding a job opportunity, please advise prior to the interview if you require accommodation. We thank all applicants, but only those selected for an interview will be contacted.

*This vacancy is for an existing position