



National Billing Clerk – Mississauga, ON – Head Office

What makes a great ORKIN National Billing Clerk?

ORKIN National Billing Clerks are often responding to customer questions while assisting in coordinating and executing the timely and accurate collection of customers' accounts, including calling up customers for payment. To be successful with us means you likely possess the following qualities.

- You thrive in fast paced environments
- Your ability to communicate clearly to a variety of individuals is unmatched.
- You have a knack for details; nothing gets past you!
- You have worked in sales, service, or collections industries.

What can you expect on a typical day as a National Billing Clerk?

ORKIN National Billing Clerks complete a number of activities on a day-to-day basis. Your day may consist of:

- Connecting with customers in a professional manner via phone or email.
- Take steps to resolve customer payment issues, questions, and collect on delinquent accounts
- Update internal system with notes regarding customer calls and action plans
- Collaborating with the internal team to resolve customer concerns and enquires, escalating complex issues to management when necessary
- Assisting with payment arrangements, billing and invoicing
- Thoroughly review, validate, and process invoices in a timely and accurate manner
- Other duties as required by management

What do you need to qualify?

To be considered for the National Billing Clerk role, we do have some requirements

- High school diploma or GED required
- 1-2 years' experience in billing and collections
- Bilingualism is an asset
- Exceptional communication, teamwork, conflict resolution, and organizational skills
- Must be computer literate with a working knowledge of Microsoft office (Word, Excel, and Outlook)
- Ability to work under pressure while ensuring close attention detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Good working knowledge of billing systems.
- Will have to undergo a criminal background check; and sign a non-solicitation agreement; as part of the interview process

ORKIN Incentives, What's in it for YOU?

- Competitive Base Salary
 - Health, Dental, Vision, Life Insurance and dependent life insurance.
 - Pension Plan
 - Stock Purchasing Plan
 - Dependent Education Allowance program
 - Opportunities for advancement
 - Referral bonuses
- And more!

How to apply:

Please send your resume to Tanya D'Cruz at tdcruz@orkincanada.com