



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## Manager, Communications

|                    |   |                     |
|--------------------|---|---------------------|
| <b>Job ID</b>      | <b>oPEIsfwn-14437-6686</b>  |                     |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=oPEIsfwn-14437-6686">https://careers.indigenous.link/viewjob?jobname=oPEIsfwn-14437-6686</a> |                     |
| <b>Company</b>     | EPCOR   |                     |
| <b>Location</b>    | Edmonton, Alberta   |                     |
| <b>Date Posted</b> | From: 2024-04-11  | To: 2050-01-01      |
| <b>Job</b>         | Type: Full-time   | Category: Utilities |

### Description

Highlights of the job

We have three exciting opportunities for talented individuals to join the Communications & Public Engagement team at EPCOR as Manager, Communications. One of these roles is accountable for delivering strategic external and internal communications support for our Electricity team. This leader will support getting information into the hands of our customers and promote the work we do around important topics such as grid transformation and public safety. They'll also apply a strategic lens to employee initiatives and shape stories that illustrate how we work together to deliver the services our communities count on. The other two positions - one supporting Electricity and one in Water - will play important roles in issues and emergency management and participate in delivering an enhanced customer experience through direct interactions and the implementation of recommendations that highlight your commitment to our reputation. Operational communications is just that. We support operations, connecting them with the rest of Team EPCOR and with our customers. What sets you apart is your excellent coaching skills and ability to empower your team members. You have demonstrated experience and enjoy working alongside a varied client base. You're as interested in the perspectives of the long-time foreman as you are in providing guidance to our leaders about communications. People credit you for being calm when faced with an issue, even if it's the emergencies that attract you to an operational environment. Reporting to a Senior Manager, Operational Communications, you will join a team of communication professionals and deliver thoughtful, strategic plans that leverage multiple channels to achieve business unit and EPCOR goals. Please indicate which role(s) you are interested in on your resume and/or cover letter. What you'd be responsible for

Recruiting, developing and leading a strong and diverse team, including setting appropriate goals and expectations with corresponding performance metrics. Producing high-quality work that reflects strong attention to detail. Leading by example with the behaviours, attitudes, and mindset consistent with a positive organizational culture.

Communications Role (1 Vacancy) - Electricity Leading internal communications initiatives that align with EPCOR's brand and values, advance business unit priorities and address operational needs. Providing strategic recommendations to various client groups that result in relevant, engaging and timely messages for diverse audiences. Developing and executing measurable communications

plans using many platforms and tactics, including working collaboratively on media relations, social media and other digital components. Overseeing and playing a hands-on role in the execution of day-to-day operational communications activities tied to business unit goals, such as safety and customer experience.

Issues and Emergency Roles (2 Vacancies) - Electricity and Water  
Developing and executing robust plans that keep customers and stakeholders informed during operational events. Managing issues, providing media responses and acting as a spokesperson for business unit responsibilities. Assessing customer opportunities and threats; recommending and implementing appropriate plans to improve the operational effectiveness of the function. Developing, implementing and reviewing communications processes to ensure compliance to policies, standards, regulatory requirements, and inclusion of effective risk mitigation measures. Providing responses to external stakeholders to support understanding and awareness of complex issues. Continually defining ways to increase stakeholder satisfaction and to deepen working relationships internally and externally. Identifying and analyzing issues impacting the Water or Electricity Operations' business and establishing initiatives for continuous improvement to ensure objectives are achieved.

What's required to be successful

Bachelor's degree with preference to an education in Public Relations, Communications, or Marketing from a recognized post-secondary institution. A general business or liberal arts education, or a diploma-level education, combined with relevant work experience would be considered. 7+ years of experience with a career that reflects external and internal communications expertise. Experience managing communications and issues in an operational environment and within a complex organization, along with proven success leading a cross-functional team and influencing across organizational boundaries. Strong communicator in all formats, with a track record that shows excellent judgment, critical thinking, and an ability to weave your communications/public relations expertise into varied products. Demonstrated success in delivering effective, measurable communications programs and in applying research to achieve positive outcomes. Experience in developing stakeholder communications materials and presentations and knowledge of customer experience trends. Thorough understanding of current and emerging digital channels, and how they can optimize communications strategies. Skilled in media, crisis communications and emergency response, with Incident Command System 200 training considered an asset. Understanding of the utility industry, Alberta power markets, and regulated businesses are assets. Experience managing budgets, with an understanding of financial reports. Proven team leader and collaborator, who focuses on creating a positive work culture.

Other important facts about this job

Jurisdiction: Management  
Hours of work: 80 hours biweekly  
Application deadline: April 24, 2024

Internal applicants: please ensure that you are using your "@epcor.com" email address.  
Learn more about Working at EPCOR!  
Follow us on LinkedIn, Twitter, Glassdoor or Facebook!

#LI-TA2  
Please note the following information: A requirement of working for EPCOR is that you are at least 18 years of age, successfully attained a high school diploma (GED, or equivalent level of secondary education) and legally entitled to work in Canada. (A copy of a valid work permit may be required.) If you are considered for the position, clearance on all applicable background checks (which may include criminal, identity, educational, and/or credit) and professional reference checks is required. Some EPCOR positions require an enhanced level of background assessment, which is dictated by law. These positions require advanced criminal record checks that must also be

conducted from time to time after commencement of employment. A technical/practical assessment may be administered during the selection process and this exercise will be used as a part of the selection criterion. To meet the physical demands required of some positions, candidates must be in good physical condition and willing to work in all weather conditions. Clearance on pre-placement medical and drug and alcohol testing may be required.

For more information, visit [EPCOR for Manager, Communications](#)