



# 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.Link's 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.

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/05

## Team Lead, Dispatch and Inspections

<b>Job ID</b>	<b>oKv8gfwn-11956-4461</b>
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=oKv8gfwn-11956-4461">https://careers.indigenous.link/viewjob?jobname=oKv8gfwn-11956-4461</a>
<b>Company</b>	EPCOR
<b>Location</b>	Edmonton, Alberta
<b>Date Posted</b>	From: 2021-10-13 To: 2050-01-01
<b>Job</b>	Type: Full-time Category: Utilities

### Description

In order to ensure the health and safety of our teams, EPCOR requires all new hires to be fully vaccinated against COVID-19. Candidates who cannot be fully vaccinated on the basis of a protected legal ground may request an accommodation. We ask all candidates to consider this requirement when applying for a role at EPCOR. Highlights of the job

We are hiring one (1) Full-Time Temporary Dispatch and Inspections Team Lead for up to 11 months, working out of McCauley Water Works in Edmonton, AB. Do you thrive on being part of a fast-paced environment and have an interest in taking your strong technical skills and dedication to first class customer service to the next level? If so, we have a great opportunity for you. The Dispatch and Inspections Team Lead is accountable for the effective and efficient evaluation of customer service interactions. In this role, you will collaborate with other team leads, foremen and managers to ensure continuous improvement of the customer experience and employee development. You will make recommendations on how to improve the customer experience by reviewing and analyzing customer touch points and interactions to ensure Performance Based rate targets are met. This position will lead cross-functional working groups on process improvements and will be the primary point of contact to work with IT for implementing new system enhancements. What you'd be responsible for

Reporting to the Water Customer Care and System Support Manager, the Dispatch and Inspections Team Lead is accountable for, but not limited to: Providing input to the Water D&T plans and directions and ensure ongoing appropriate relationships with other positions to ensure operational and regulatory metrics are met. Evaluating customer service interactions to ensure that all of the important elements of service quality are achieved on a consistent basis. Developing and delivering a quality assurance program for coaching feedback for Water Dispatch and Inspections to ensure a positive coaching culture exists. This includes: Reporting appropriate metrics in support of a positive coaching culture. Answering employee questions or addressing feedback from staff related to their coaching feedback.

Developing new processes, procedures or templates and updating existing procedures reflecting changes in industry standards, policies and processes. Ensuring processes are maintained through an audit program that this role will create and implement, which includes Business Continuity Plans (testing, desk top exercises). Developing, leading and implementing process improvements, while consulting with management as required. Act as a subject matter expert in all related systems so that high quality technical support can be delivered. Demonstrating the required technical knowledge and behavioural skills, to ensure dispatch and inspection decisions are accurate and adhered to serve the customers effectively. Implementing and maintaining reporting to ensure 24/7 operations are meeting the needs of the customers and the business. Monitoring and reviewing real time data such as call trends, to ensure live feedback is provided to Managers to improve the customer experience. Providing feedback and following up on all applicable areas for work impacting customer satisfaction from the third party surveys and recorded calls. Updating all daily reporting to support performance-based metrics and ensuring all other key metrics are accurately reported. Acting as the first level escalation support for the team to answer customer escalations and support the team in the dedicated phone queue as required to meet water targets.

What's required to be successful

Qualifications, experience and behaviours you possess are:

Successful completion of a two-year diploma or four-year degree from a recognized educational institute is required. 7+ years of related water distribution and/or water metering experience. 7+ years of supervisor experience working in a utility environment. Demonstrated ability to work within utility billing and work management systems. Strong working knowledge of Microsoft Office software (Excel, Word, PowerPoint, Visio). Strong knowledge of Water Bylaws, Terms and Conditions of service and regulatory requirements as well as policies.

As the successful candidate, you demonstrate initiative and seek opportunities to contribute to the knowledge and success of your team. You have strong analytical and problem solving skills with a high attention to detail. You also possess excellent verbal, written and interpersonal skills when dealing with a variety of stakeholders and have the ability to exercise influence using your leadership skills when working on cross-functional teams. In addition, you have a proven track record of attendance and performance and are consistently open to feedback. Other important facts about this job

Jurisdiction: CSU52 Class: T3 Wage: Starting at \$47.76 (Final Wage and Step will be determined at the time of selection and are subject to change based on the ratification of the new Collective Agreement.) Hours of work: 40 hours per week, Monday to Friday. Application deadline: November 30, 2021. Learn more about Working at EPCOR! Follow us on LinkedIn, Twitter, Glassdoor or Facebook! #LI-JJ1 Please note the following information: A requirement of working for EPCOR is that you are at least 18 years of age 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 Team Lead, Dispatch and Inspections

