



# 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: 2024/05/11

## Coordinator, Service Writer

<b>Job ID</b>	<b>obuHrfwx-14332-3983</b>
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=obuHrfwx-14332-3983">https://careers.indigenous.link/viewjob?jobname=obuHrfwx-14332-3983</a>
<b>Company</b>	EPCOR
<b>Location</b>	Edmonton, AB
<b>Date Posted</b>	From: 2024-03-18 To: 2050-01-01
<b>Job</b>	Type: Full-time Category: Utilities

### Description

#### Highlights of the job

We are hiring a full time, permanent Coordinator, Service Writer position working out of Edmonton, AB. The Coordinator, Service Writer is the first point of contact for customer maintenance concerns and is accountable for ensuring vehicle preventative maintenance and repair activities in the internal Fleet Shop are appropriately coordinated and meet customer expectations. The Coordinator is responsible for the administration and reporting for the fleet systems (including but not limited to Telematics, Garage Management System (GMS), and the Fleet Management System), and support for National Safety Code (NSC) compliance. In addition, the Service Writer supports the administrative activities of Fleet Services and manages a wide variety of administrative functions for the Fleet managers. What you'd be responsible for Providing input to the Manager, Fleet and Specialist, Fleet plans and directions, especially with respect to administrative and systems requirements for the team, and ensuring on-going appropriate relationships with other positions. Coordinating vehicle and equipment maintenance and repairs that are in the Fleet Maintenance shop to minimize unit downtime, to ensure maximum unit availability to enable the operations groups to meet their customers' needs and expectations. Liaising with all stakeholders in order to ensure all inspections and repairs meet expectations and informing critical parties if any issues arise; escalating when appropriate to the Fleet Specialist or Manager. Coordinating, scheduling, and managing running repairs, preventative and corrective maintenance services done by the Fleet Maintenance shop as required. Maintaining and monitoring Fleet SharePoint, GMS work orders, shared email inbox and other information sources to ensure alignment of records with Fleet Standards and that records are current, searchable, and easy to locate. Coordinating vehicle parts, office supplies, and other supplies on behalf of the Fleet Maintenance Services shop. Ensuring all reported defects from various sources are converted to work requests in the GMS or are repaired via third party vendors through the FMC system. Completing quality checks on all completed work orders. Working as coverage to the Coordinator, Fleet Maintenance to communicate with the Fleet Management Company and other third parties to coordinate recovery, boosting, tire repair, mobile equipment repair and re-fueling services as well as dispatching Fleet Safety to accident sites as required. Developing, implementing, and continuously improving Fleet Services' shop processes, procedures, templates, standards and best practices that align with department and corporate policies. Constructively communicate processes and requirements to key stakeholders. Providing monthly planned maintenance inspection scheduling reports to relevant stakeholders and making adjustments as required to meet operational needs. Reviewing and analyzing parts reporting and ensuring accuracy of completed received work in work management system. Coordinating all business unit-level activities to support the Fleet managers in maintaining NSC Compliance, including but not limited to: Track and monitor repair of reported defects. Manage unit files to ensure compliance with requirements, from vehicle specifications, warranty terms, and maintenance and repair records. Other Compliance reporting as required.

#### What's required to be successful

Grade 12 diploma, or equivalent secondary education is required. Diploma or certificate in Business, Engineering, or Fleet Management would be considered an asset.

Must have 5 years of directly related Commercial HD Fleet administration experience as a service writer in a Heavy Duty Fleet Maintenance Shop. Experience with Fleet Maintenance software systems used by a Fleet Maintenance facility is required; experience working with a Telematics system is an asset. Technical knowledge to assist in accurate information gathering to help technicians diagnose and repair complaints from customers' non-technical descriptions. Demonstrated proficiency with MS Office (PowerPoint, Word), advanced Excel experience, SharePoint administration, MS Project and Visio Experience. Experience with coordination of heavy duty fleet and equipment maintenance and repairs is required, including completing QA/QC on work orders for accuracy and completeness. Knowledge and understanding of the National Safety Code as well as Fleet management best practices is preferred. Strong understanding of Fleet governance requirements (Federal and Provincial), Fleet policies, processes and procedures. Demonstrated knowledge in the following:

Construction vehicles, trailers and equipment maintenance and repairs  
Management of vehicle databases  
Rental vehicle procedures  
Alberta Vehicle Registry programs and services

Extensive administrative experience in document, information and records management. Demonstrated effectiveness at making verbal presentations. Strong verbal and written communication skills, with the ability to collaborate with cross-functional teams and build relationships with diverse groups. Strong analytical, critical thinking and problem solving skills. Capability to handle confidential information with discretion.

As the successful candidate, you take initiative when completing tasks in a timely manner with a focus on continuous improvement. You have an understanding of the importance of customer responsiveness and communicating clearly and effectively with others to accomplish goals. You are able to work cooperatively and collaborate with team members while maintaining a professional demeanor when faced with opposition or opposing viewpoints from internal and external stakeholders. Other important facts about this job

Jurisdiction: CSU52  
Class: A3  
Wage: Starting at \$33.21 per hour ((Final Wage and Step will be

determined at the time of selection and is based on a combination of factors as outlined in the Collective Agreement.) Hours of work: 80 hours biweekly

Application deadline: April 2, 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!

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 Coordinator, Service Writer