



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:

Toll Free Phone: (866) 225-9067

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/04

Coordinator, Dispatcher

Job ID	oeQigfwm-11791-5384	
Web Address	https://careers.indigenous.link/viewjob?jobname=oeQigfwm-11791-5384	
Company	EPCOR	
Location	Edmonton, Alberta	
Date Posted	From: 2021-07-23	To: 2050-01-01
Job	Type: Full-time	Category: Utilities

Description

Highlights of the job

We are hiring two (2) Full-Time Temporary Dispatcher Coordinators for up to 11 months, working out of McCauley Water Works in Edmonton, AB. The Dispatcher Coordinator is accountable for providing first class customer service while receiving, processing and dispatching related water issues from internal and external stakeholder inquiries, which can include emergency calls. This includes ensuring accurate dispatching, meeting customer satisfaction metrics, ensuring outlined environmental and safety procedure compliance/adherence, first call resolution of customer inquiries, supporting field crews with site and system network inquiries along with system monitoring. This position is scheduled for 24/7 shift work, 365 days a year and is part of a fast paced ever changing environment. What you'd be responsible for

Reporting to the Water Customer Care and System Support Manager, the Dispatcher Coordinator is accountable for, but not limited to:

- Ensuring the delivery of optimal results against appropriate performance metrics, including:
- Meeting or exceeding the Water PBR customer satisfaction metric (PSA) and main break response metrics
- Ensuring timely response to public/employee safety and/or environmental risks (i.e. Water quality response, subsidence response, AHS reporting, regulatory environment reporting, de chlorination reporting/site management, fire hydrants out of service, Schedule adherence
- Meeting call answering metrics

Dispatching field response to emergencies and scheduled work. Gathering accurate details from internal or external stakeholders. Reviewing systems of record to gather additional information (i.e. GeoFIT, IVARA, Customer Information System) and determining appropriate response to stakeholder requests. Entering details into the system of record and dispatch work to that resource. Ensuring timely response to emergencies (i.e. service interruptions or crew/customer safety risks) and following up with required stakeholders (i.e. Police, Fire, Management, Security, Safety). Ensuring first level escalation management, minimizing the need to escalate customers to other levels, while understanding when to escalate to higher level following established processes. Ensuring the required health & safety processes are adhered to, including:

- Monitoring and reporting possible weather or other events which may impact crews or operations
- Monitoring working alone and ensuring staff maintain safety check ins
- Approving trunkline entry and monitoring staff are

workingManaging the critical customer site process

Supporting field crews through:Arranging utility locates and ordering barricades, signs, permits and other traffic related requirementsContacting additional crew support for the Trouble teams as neededProviding system expertise to support crew inquiries on asset location, asset status, and history at site/assetWorking with minimal supervision and with a variety of shifts spanning 24/7 365 days a year

What's required to be successful

Qualifications, experience and behaviours you possess are:

• Successful completion of a two year Post-Secondary Diploma in Engineering Technology or related field is required.Minimum of 3 years of related customer service and utility experience. Demonstrated ability to work within utility and work management systems.Completion of Water or Wastewater Certificate Level 1 is an asset.Water distribution experience is an asset.Proficient in Microsoft Office software (Word, PowerPoint, Excel).Strong working knowledge of: EPCOR Water and EPCOR BylawsCustomer Information Systems, (GeoFIT, IVARA, PowerMaps, SharePoint) Well-developed editorial and writing skills, including exceptional grammar, spelling, and proofreading skills.

• As the top candidate, you have excellent verbal and written communication skills. You have a proven track record of positive safety habits and ensure safe work procedures and work practices are followed. You also have a proven track record of performance and attendance to support a 24x7 emergency dispatch team. You are collaborative and team oriented, and maintain a positive work ethic. Other demonstrated competencies required for this position include analytical thinking and problem solving skills, combined with highly developed planning and organizational skills. • To be successful in this role, you will demonstrate a strong attention to detail and have a high level of technical and professional expertise in performing work. In addition, you have a good understanding of the importance of customer responsiveness, verbal communication skills and conduct yourself in a professional manner at all times. You collaborate and work cooperatively with others to accomplish goals.Other important facts about this job

Jurisdiction: CSU52Class: T1Wage: Starting at \$36.10 (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: hours of work may vary, as this is a casual/on call role - 12 hours / shift; on call 365 days per year (This position is shift work and requires flexibility to meet EPCOR's customer needs.)• Application deadline: September 6, 2021• 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 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.

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For more information, visit [EPCOR for Coordinator, Dispatcher](#)