



DATE: FEBRUARY 9, 2026
JOB POSTING # 19476

WORK DESK REPRESENTATIVE, ENTRY

DIVISION: OPERATIONS
LOCATION: VEGREVILLE, AB
SALARY: \$2,874.02 - \$3,385.72 BI-WEEKLY **JOB CLASS NUMBER:** 531500
RELOCATION: NO RELOCATION ASSISTANCE WILL BE PROVIDED FOR THIS POSITION

This position performs daily functions required in the 24/7 operation of the Central Work Desk and is responsible to respond to and route incoming outage emergencies and dispatch work requests from a Call Centre to the appropriate service provider in ATCO Electric's distribution field operation. The position uses job type and service targets to assess the appropriate priority and timely assignment of all work requests through the Central Work Desk.

RESPONSIBILITIES:

- Operates and utilizes the Work Force Management System (WFMS) and Outage Management System (OMS) to dispatch work requests, monitor progress, manage exceptions and ensure completions.
- Responds via telephone, fax, radio, and e-mail to all work requests, referrals and restoration requests from Call Centers and direct customer inquiries, as well as time tags the inbound requests and refers calls as required to the appropriate service provider.
- Determines against specific criteria (service guarantees) the urgency of the request, prioritizes, schedules and assigns the work requests to be completed.
- Monitors and closes work requests and produces work completion reports.
- Provides support to the After-Hours Assistance function at the CWD on a rotational basis including receiving customer calls, determining problem location, assigning/dispatching work requests to appropriate service staff, monitoring progress and ensuring completions.
- Provides general administrative and clerical support - filing, photocopying, faxing, sorting mail, data entry as well as assisting the WDR Qualified, and Supervisor CWD, as required.

QUALIFICATIONS:

- Grade 12 diploma or equivalent.
- 0 – 2 years of related experience.
- Proficiency in computer applications: Windows XP, Microsoft Office – Word, Excel, Outlook
- Ability to work effectively in a multi-tasking dispatch function in a 24/7 shift work environment, including the ability to operate a computer and maintain telephone conversations simultaneously.
- Demonstrated strong interpersonal and excellent communication skills.
- Ability and commitment to deliver excellent customer service.
- Strong organizational skills, including attention to detail, timely follow-up, and effective time management.
- Self-motivation, ability to work independently and exercise good decision-making skills.
- An understanding of ATCO Electric, the service area, geography and customers would be an asset.
- Familiarity with ATCO-CIS and related data entry skills would be an asset.
- Will be required to reside within 30 minutes of the Central Work Desk facility in order to provide effective "on call" coverage as part of a 24/7 rotational stand-by schedule.

An expectation of the Work Desk Representative, Entry position is to provide after-hours stand-by duties. As per Section 1 of the G-80 (ATCO Electric's Residency Requirements for Employees Required to do Stand-by Work) policy, you will be required to maintain a residence within the established service point boundary for Vegreville, AB to meet after-hours service coverage requirements.

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For further information, please contact Kelly Daskaluk, Supervisor, Central Work Desk and Dispatch at 780-632-0909 or by email at Kelly.Daskaluk@atco.com



This position is administered under the Canadian Energy Workers Association Collective Agreement, Job Posting provisions. Please apply online with your ATCO Talent Profile through Oracle **ON OR BEFORE FEBRUARY 23, 2026**. It is important for applicants to ensure their ATCO Talent Profile or resume details the required qualifications stated above including any other supporting career information. Late applications will not be considered.

If the Company is unable to fill this vacancy through this internal Job Posting process, it may choose to advertise for external applicants. Bargaining unit members who apply on an advertisement for external applicants will be eligible to compete for the Job on the same basis as any other external candidate; the Job Posting provisions under the Collective Agreement will not apply.

Issued: February 9, 2026

Application Deadline: February 23, 2026