

MARCH 17, 2026

JOB POSTING #19643

## CLERK V (ERC)

<b><u>DIVISION:</u></b>	<b><i>HUMAN RESOURCES – EMPLOYEE RESOURCE CENTRE</i></b>
<b><u>LOCATION:</u></b>	<b><i>EDMONTON OR CALGARY, AB</i></b>
<b><u>SALARY:</u></b>	<b><i>\$3,087.00 - \$3,735.00 BI-WEEKLY</i></b>
<b><u>JOB CLASS NUMBER:</u></b>	<b><i>600400</i></b>
<b><u>RELOCATION:</u></b>	<b><i>RELOCATION ASSISTANCE WILL NOT BE PROVIDED FOR THIS POSITION.</i></b>

Reporting to the Supervisor, Employee Services & Programs, we are seeking a Clerk V to join the Employee Resource Centre in Edmonton or Calgary. The Clerk V is part of the team responsible for providing a One ATCO employee experience in relation to inquiries on Human Resources programs, practices, pension, benefits, pay, timecards, etc.

### **RESPONSIBILITIES:**

- Respond to all employee inquiries and requests relating to employment, HR programs, practices, pension, benefits, pay, timecards, etc.
- Ensure that customers' questions are fully addressed and support the team with complex/difficult questions
- Obtain feedback from stakeholders on relevant content to address employee issues/inquiries
- Follow through to ensure that each case is fully resolved within our existing SLAs
- Prepare employment packages (new hire, termination, retirement, employment leaves etc.)
- Collect, review, track and forward forms/documents to internal or external 3rd parties as required
- Escalate requests to third party vendors for information
- Coordinate and prioritize the flow and distribution of incoming employment changes, confirming necessary documentation and signatures
- Complete vacation and payroll investigations as required
- Administer HR/ Employee Programs as required
- Review inquiries into ERC and determine gaps/missing information and appropriate audience
- Monitor and identify trends in employee inquiries
- Continually review and maintain up-to-date and relevant information on internal and external sites and document templates
- Prepare and analyze reports for internal and/or external stakeholders as required
- Seek opportunities to create and simplify HR processes to improve customer service and meet client needs

### **QUALIFICATIONS:**

- Post-Secondary certificate or diploma in HR Administration
- 5-7 years HR administration experience
- Strong written and verbal communication skills
- Advanced Microsoft Suite experience
- Ability to prioritize and organize workload to meet strict deadlines
- Experience in handling sensitive and confidential information
- Professional, approachable and customer service oriented

PLEASE DO NOT REMOVE FROM BULLETIN BOARD BEFORE MARCH 31, 2026