

DATE: MARCH 27, 2026

JOB POSTING REQ # 19901

SENIOR WORK DESK REPRESENTATIVE, OFFICE

DIVISION: CUSTOMER EXPERIENCE CENTRE

LOCATION: VEGREVILLE, AB

SALARY: \$3,389.98 - \$3,924.70 BI-WEEKLY

JOB CLASS NUMBER: 531650

RELOCATION: NO RELOCATION ASSISTANCE WILL BE PROVIDED FOR THIS POSITION

The Senior Work Desk Representative - Office is responsible for supporting escalations and complex contact center issues along with ensuring timeliness of customer commitments and representative support. The Senior Work Desk Representative - Office has advanced experience in Contact Center functions and will use their knowledge of the electricity utility industry and related privacy standards, codes of conduct, and ATCO Electric's terms and conditions to enhance the customer experience.

The position will support call escalations and proactively updates or support materials to drive continuous improvement in the Call Centre. The Senior Work Desk Representative - Office understands billing data, identifies inaccuracies, and liaises with the required parties to resolve errors. The Senior Work Desk Representative - Office will also support company and strategic customer experience initiatives, leveraging their in-depth knowledge of the industry and ATCO Electric's customers to ensure the delivery of an exceptional experience.

RESPONSIBILITIES:

Typical Duties (may include but are not limited to):

- Thriving in a customer service environment while having a desire for problem solving and helping others succeed and providing support in our customer journey. Be a champion of the customer service experience; demonstrate exemplary customer interactions, issues management, and first call resolution. Actively seek to achieve exemplary customer satisfaction in all customer exchanges.
- Prioritize customer inquiries from the online portal, chat, customer correspondence email box, SMS and respond directly. This will include monitoring customer-based work queues and following all customer and company expectations and policies.
- Adhere to and fully support all metrics involved in scoring the quality of customer service, personal productivity targets, contribute to overall service levels & KPI scoring. Monitor agent support queue, provide support to Work Desk Representatives - Office, and above all else ensure service levels and metrics are met efficiently.
- Provide guidance and advice to assist with the resolution of all types of customer escalations. Respond appropriately to or escalate customer and field issues and/or complaints.
- Report and provide root cause analysis on customer escalations. Assist in the development, utilization, and maintenance of support materials. Liaise with company workgroups as required to resolve customer issues and enhance the customer experience. Resolve escalations that require additional research and advanced Contact Center knowledge, recommend adjustments on Contact Center and Billing Services processes, including system enhancements to improve future training support.
- Customer care and billing support as required to build knowledge of the overall billing system and regulatory requirements. Support all Work Desk Representatives responsibilities, billing activities, call backs, answering and supporting all types of customers calls.
- Performing administrative and related work desk representative office duties as required.

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- Provide general administrative and clerical support - filing, photocopying, faxing, sorting mail and data entry, as required. Assist with development and training of Central Work Operations process, policies, and procedures. Support billing operations and other workgroups as needed to build knowledge of the overall billing system and regulatory requirements.
- Aid in the development, improvement, update and evergreening of business practices and processes, policies and supporting documentation. Provide training and ongoing mentoring for new Work Desk Representative recruits. Support cross training initiatives Support and participate in efforts to expand business knowledge.

QUALIFICATIONS:

- Grade 12 diploma or equivalent.
- 4 or more years of customer service, with 3 years related utility experience.
- Previous experience, knowledge, and training of staff would be an asset in the contact center operations space.
- Ability to work effectively in a multi-tasking, quick paced work environment while handling large amounts of customer requests from many different channels.
- Effective decision-making skills and judgement against business rule criteria
- Demonstrated strong leadership, interpersonal, communication, and team building skills is a requirement.
- Demonstrated strong customer service skills and commitment.
- Demonstrated above average technical competency in Windows XP, MS Office (Outlook, Word, Excel, PowerPoint)
- Superior organizational skills, including attention to detail, timely follow-up, and effective time management.
- Demonstrated initiative, self-motivation, and ability to function independently.
- Proven skill and ability to effectively provide daily direction, training, coaching, and mentoring to teams and individual employees.
- Good knowledge and understanding of the operations of an electrical distribution system.
- Extensive knowledge and experience with all contact center operations technologies and tools would be an asset.
- Previous experience in this environment is preferred.

For further information, please contact Marcella Flasha, Supervisor, Contact Centre Operations, at 587-280-6495 or by email at Marcella.Flasha@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 APRIL 13, 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: MARCH 27, 2026

Application Deadline: APRIL 13, 2026