CEWA Office

DATE: NOVEMBER 3, 2026
JOB POSTING REQ # 20776 (REPOST)

CUSTOMER SUPPORT REPRESENTATIVE

DIVISION: ***OPERATIONS***

LOCATION: ***BONNYVILLE, AB OR LLOYDMINSTER, AB***

SALARY: ***$3,221.97 - $3,953.70 BI-WEEKLY*** ***JOB CLASS NUMBER: 537100***

RELOCATION: RELOCATION ASSISTANCE WILL NOT BE PROVIDED FOR THIS POSITION

This position is responsible for guiding the customer engagement priorities and activities as well as achieving revenue growth targets of the area. Responsibilities include: ensuring relationships with key customers are skillfully managed and focused on delivering excellence in customer solutions and service, maximizing potential growth opportunities, facilitating customer delivery opportunities for key customers and identifying strategic opportunities to promote, sell and implement the portfolio of ATCO's services and solutions.

RESPONSIBILITIES:

- Make recommendations regarding new development opportunities and product designs to reduce potential barriers for customers.
- Act as an Ambassador positively representing ATCO through pro-active communications to learn customer interests and anticipate customer service requirements well in advance of need.
- Participates in the design and implementation of any major account or customer targeted programs and communications initiatives.
- Participate as a cross-functional team member to represent customer focus and interests within the organization. Assist in educating leaders/employees' customer knowledge to improve the customer service culture, service standards and ensure customer needs are achieved.
- Promote ATCO's image within the Community; providing coordination and support to the community and the supporting employees involved in community activities through open houses, community meetings, and other activities as required.
- Plan and execute the District Community Investment budgets.
- Conducts one on one appointments with customers to promote and administer company services and products to be proactive in managing customers' requirements and meeting service expectations.
- Facilitate customer delivery teams for resolution of internal problems regarding the provision of service to existing services (e.g., service reliability and outage performance) so that service requirements are met.
- Proactively foster relationships with key stakeholders to help advance company interests in strategic initiatives.
- Manage customer requirements, customer communications, and meeting service expectations.
- Directing, gathering and delivering information or action for issue resolutions.
- Support employees and customers in resolving customer concerns and complaints with respect to billing, damage claims or other retailer related inquiries.
- Resolving customer requests on rates including sample billing, rate comparison and rate switching.
- Providing support to REA, Municipalities and Indigenous Boards.
- Acts as the liaison between local boards and internal work partners.
- Maintaining a working knowledge of all contractual obligations.
- Maintains regular communication with REA, Municipalities, and Indigenous groups and attends meetings as required.
- Monitor work in progress and communicate such to REA, Municipalities and Indigenous groups.
- Ensuring proper application of policies and procedures and Terms and Conditions.

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- Providing support for Conferences and rural open houses as required.
- Lead Generator (Develop, cultivate, and execute leads and identify customer contacts within the area).
- Partner with leaders to plan and execute a full complement of marketing initiatives to drive growth and enhance positioning.
- Gather data on marketing trends, competitive products and pricing.
- Act as customer liaison representing customer interests/needs with the Business Development and Sales teams to identify opportunities to cross-sell ATCO solutions.
- Participate in the development of both relationship and commercial strategies to progress opportunities from identification stage to closed business.
- Maintain customer relationships by providing support, guidance and relevant information/research in a proactive and responsive manner.
- Ensure local market priorities align with EGBU business plan and strategy. Advise leaders in the region and marketplace when conflict arises.
- Ensures ATCO's policies and procedures are maintained through entire sales cycle.
- Scheduling promotional work and tracking sales activities.
- Subject matter expert in services and products ATCO can offer to the market.

QUALIFICATIONS:

- Technical Diploma or related Business Diploma.
- 1 – 3 years of electricity industry and customer service experience. Equivalent combination of post-secondary education and/or years of experience may be considered.
- Valid Class 5 Operator's license.
- Excellent interpersonal, communication (written and verbal) and negotiation skills.
- Proven tenacity and influencing skills driving results.
- Excellent customer service, problem-solving and conflict management skills.
- Knowledge of customer engagement techniques, basic utility finances.
- Possess strong Microsoft Suite application, business acumen and analytical skills.
- Familiar with distribution facilities.
- Ability to travel.
- Presentation skills: ability to present products and services to all level of Management.
- Demonstrates drive towards continued success of the company and possesses initiative to create shareholder value in a team environment.
- This position may require attendance to meetings outside the parameter of regular business hours.

For further information please contact Sharla McCullough, Operations Services Supervisor at 587-201-4707 or by email at Sharla.McCullough@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 NOVEMBER 18, 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: November 3, 2026 **Application Deadline: November 18, 2026**

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