

AREA SERVICE ADMINISTRATOR

EQUS was founded on the co-operative spirit. Our core values of Quality, Accountability, Community and Knowledge define the attitude our teams bring to work every day. Together, we connect rural Alberta and enrich the lives of our members.

Job Purpose

The Area Service Administrator is the first point of contact for EQUS Members, current and prospective, and is responsible for providing support and customer service for clients inside and out of the organization in relation to the Area.

Duties:

- Member relationships (new and ongoing)
- Answering member inquiries for maintenance and construction.
- Collect information and create work packages for Estimators and Construction
- Design of projects, if applicable
- Generating costing of projects
- Closing out of project related workorders.
- Email and phone inquiries (Highload Moves, AB 1 Call, Crossing Requests, power outages, vegetation calls, member requests and complaints)
- Tracking of all work order types including pricing and timing
- Ensuring that all work orders follow the Policy/Practice
- Data entry for all Planned Programs.
- Outage tracking and data entry
- Working in the WorkStudio environment for estimates, warehousing and construction
- Outage Assistant in the Major Outage Response Plan
- Ensure verification of ownership, line share, easements, caveats and utility right of way for all designs associated with all projects
- Create and track work orders for Fortis construction, calculate LPA if applicable and submit to Finance and Standards Administrator, if applicable
- Provide administrative support for all members of the area teams.
- Document power outages and advise System Operator; report to Operations Leader -Integrated Member Services, monthly
- Advise all affected members of pre-planned outages
- Create, track and maintain Bellamy work orders
- Receive and process member payments and forward to finance
- Other related duties, as required

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Corporate Office
Box 6199, 5120-40 Avenue
Innisfail, AB T4G 1S8

North Area Office
Box 1178, 4804-41 Street
Onoway, AB T0E 1V0

Central Area Office
Box 6199, 5803-42 Street
Innisfail, AB T4G 1S8

South Area Office
Box 1657, 3 Alberta Road
Claresholm, AB T0L 0T0

Review and Approval of Work

This position reports to the Operations Leader – Integrated Member Services

Job Requirements and Qualifications

- Responsible for following Corporate Safety Program.
- Goal setting
- Bellamy
- Work Studio
- Strong computer skills and experience working with Microsoft Word and Excel.
- Strong organization skills and ability to multi-task on multiple projects concurrently.
- Strong customer services skills.

Education and Experience

- Minimum completion of Grade 12 or equivalent.
- Post-secondary education in an Office Administration or related program, related experience, or a combination.
- Microsoft Office 365 certification preferred.
- 1 - 2 years' experience in construction/project administration is an asset.

Power up your career by joining the EQUUS team!

Submit your application to HR@EQUUS.CA



The Employee Recommended Workplace Award recognizes excellence in achieving a healthy, engaged and productive workforce. It is the only award of its kind that is based entirely on feedback from employees.

EQUUS would like to thank you in advance for your resume. It will be kept on file for six months from the date it is submitted. EQUUS REA LTD. (EQUUS) collects only that personal information about job applicants that is needed to determine suitability for employment. The information will be used only for the purpose of evaluating that suitability. EQUUS will not distribute your information to anyone else. After six months your application, and any personal information collected about you during the verification process, will be destroyed.