

Title: Distribution Services Admin Work Leader

Term: Permanent, Full Time

Location: Coquitlam, BC

Date Posted: October 29, 2018

Closing Date: Open Until Filled

ROKSTAD STRATEGIC INTENT

We are the only family-orientated energy infrastructure company that employs highly-skilled professionals who deliver industry-leading solutions and techniques that enable power system owners and operators -- across North America and expanding around the world -- to deliver power in an era of aging infrastructure and increasing energy demands.

SUMMARY

The primary purpose of the Distribution Services Admin Work Leader position is to act as a key liaison between the Distribution administrative and field staff, customers, and external resources. This role is primarily responsible for providing work leadership to the Distribution Services Materials Management Coordinators and coordinating department processes. This individual will support the Distribution Administrative team by providing advice, guidance, support and training as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work closely distribution field staff and Distribution Administrators to gather appropriate information for billing purposes;
- Review billing information and follow up to verify completeness;
- Ensure that invoices are prepared and issued on a timely basis;
- Monitor ongoing jobs and timetables and inform Distribution Services General Manager regarding scheduling and billing issues;
- Respond to customer inquiries, maintain good customer relations and solve problems;
- Investigate collection problems and advise customers on corporate billing policies and procedures;
- Establish work schedules and procedures and co-ordinate activities with other work units or departments;
- Provides work leadership, advice, support and guidance to staff; monitor the performance of staff on an on-going basis;
- Co-ordinate, assign and review the work of Distribution Administrators, overseeing the timeliness and accuracy;
- Identify training needs and train workers in job duties and company policies.
- Oversee department-related workload and scheduling issues;
- Initiate the development of department procedures; oversee the implementation of these procedures;
- Work with People Development to recruit, interview, and select employees when required;
- Other duties may be assigned consistent with job description.

JOB REQUIREMENTS

- Excellent interpersonal and communication skills (both oral and written);
- Strong analytical and problem-solving skills;
- Excellent customer service skills;

- Strong work leadership skills;
- Strong collaborative, team player;
- Proven ability to meet multiple, concurrent deadlines while producing high-quality work;
- Strong attention to detail;
- Ability to handle stressful situations;
- Efficient, well organized and able to work well under tight deadlines;
- Be available to provide support during scheduled after hour assignments or during storm or trouble calls.

EDUCATION, EXPERIENCE AND/OR CREDENTIALS

- College Diploma or Certification; or relevant training courses and related experience;
- Minimum 3 years of work leader/supervisory experience;
- Prior work leader/supervisory experience in a construction, engineering and/or utility environment preferred;
- Strong Computer Skills – Intermediate MS Office (Excel), EWR;
- SharePoint or database experience an asset;
- Prior union experience an asset.

WORKING ENVIRONMENT

- Dynamic work environment that fluctuates from regular to high pace;
- Some travel may be required;
- Need to be available to assist on short notice and after hours in the event of trouble response;
- Early start time (7:00am) to provide support to crews at start of shift.

CORPORATE COMPLIANCE RESPONSIBILITIES**We care about our internal and external customers – loyalty is earned.**

- Listen, and listen more, to better understand – you get excited about opportunities to help others.
- Own customers' challenges to deliver unique solutions – you recognize that it's our privilege to serve customers because without "them," there is no "us."
- Focus on what is "important" as opposed to "urgent" – you focus on the big picture rather than getting lost in the details.
- Express thanks to those who help us constantly improve – you recognize and embrace constructive criticism.

We strive for safety excellence – practice safety within the workplace, our homes, and at play.

- No compromise on safety – make safety a thought, an action, a cornerstone belief in everything you do.
- Live safely for yourself, your team, and your family – you work together to ensure safety for all.
- Learn and improve from past experiences – lessons learned fuel our future successes.

We create a great workplace by filling it with spectacular people – set expectations high, have fun, and celebrate our successes.

- Succeed through professional and personal growth – take ownership of your own success.
- Always be a Rokstad ambassador – take pride in opportunities to share your beliefs, learnings, strengths, and ideas.
- Respect the unique contribution that every employee brings to the table – be open to learning and growing from employees who move Rokstad forward and help you achieve more.

- Place importance on effectiveness rather than effort – work smarter, by being conscious of your current levels of productivity, health, and happiness.

We take pride in what we do – how we show up is important.

- Be part of the solution – you problem solve rather than complain, gossip, or cut others down.
- Know when to lead, know when to follow – check your ego at the door.
- Pursue improvement ... relentlessly – you make continual changes to grow.
- Strive to achieve the best results – you have higher expectations of yourself than Rokstad has of you.
- Embrace change – you understand that markets change, competition changes, and technology changes.

We stand among the very best – doing it right makes our reputation even stronger.

- Act in Rokstad's best interest – as though you are an owner.
- Say what you mean, mean what you say – One dishonest action can ruin a lifetime of goodwill.
- Demonstrate trust in order to gain trust – an honest day's work for an honest day's pay.
- Lead by example – you recognize that your actions are always being observed, and actions speak louder than words.
- Seek first to understand before seeking to be understood – you avoid drawing ill-informed conclusions or assumptions.

We respect our position in the broader community – act in accordance with our culture and values.

- Build and support the communities where we work and live – make the world cleaner, safer, and more interesting.
- Care for and respect our environment – promote environmentally sound practices throughout every aspect of our business.
- Create a culture of inclusion built on trust, respect, and dignity for all – build teams that capitalize on the diverse talents of all employees.
- Explore opportunities to grow and develop positive relationships with First Nations – create mutually beneficial partnerships.

COMPENSATION

Rokstad offers a competitive compensation and benefits package which will be commensurate with experience and education.

If you are looking for an exciting career with a fast growing progressive company, please email your resume to careers@rokstadpower.com or fax 1-888-310-8831. Please include the job title in the email subject line.

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.