



## YUKON ENERGY CORPORATION Field Service Representative Position # 96-18

### **The Opportunity: Field Service Representative**

Permanent, Full-Time bargaining unit position, based in the Yukon.

**Who we are:** Yukon Energy is the main generator and transmitter of electrical energy in the territory. Our plant facilities are on the Traditional Territory of Yukon First Nations. There are 14 First Nations in the territory, and we are proud to work within these Traditional Territories in all our business operations.

**What will you do:** Reporting to the Customer Service Supervisor, this role is an essential part of the Customer Service team. Key responsibilities include:

- **Meter Reading and Servicing:** Read, disconnect, and reconnect meters across Yukon Energy's service area to meet billing cycle requirements.
- **Field Service Link:** Serve as a vital connection between the company and its customers, addressing on-site service needs efficiently.
- **Efficient Scheduling:** Adhere to predefined work and travel schedules to ensure timely service delivery.
- **Policy and Regulatory Compliance:** Complete tasks in alignment with Yukon Energy's policies and regulatory standards, ensuring accurate documentation.

This position supports the reliable delivery of energy services throughout the Yukon

### **What you need to succeed:**

- High School diploma and experience in vocational training in electrical or mechanical field with intermediate skills with Microsoft Office programs, including, Word, Excel, and Outlook.
- Demonstrates experience working with and around conductors that have been energized at 120/240v
- Previous experience working in a utility environment would be considered an asset.
- Previous experience working with customer billing and accounting systems would be considered an asset.
- Understanding of electricity and hazards to be able to become a Utility Worker
- Able to read with comprehension and type documents (such as customer correspondences, memos, and reports) in English
- Must possess a valid class 5 driver's license with a clean Drivers' Abstract.
- Proven ability to work independently and think logically to evaluate situations and solve problems.
- Strong client service orientation with good interpersonal and conflict resolution skills.
- Ability to work with minimal supervision. Excellent work attendance and punctuality, able to complete all tasks within the allotted timeframes.
- This position requires time-sensitive tasks to be completed on the days in which the work is scheduled. Effective organizational skills and the ability to prioritize work are required.
- Ability to work effectively with strong attention to detail.
- Ability to use patience and understanding when dealing with the public and others in various situations.
- A proven track record and commitment to safe procedures and adhering to a safe work environment.
- Ability to work in a team and cross-cultural environment.
- Able to perform the physical job responsibilities when meter reading:
  - Walking several hours per day
  - Bend and stretch to access meters



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**Field Service Representative**  
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**Compensation:** Level 7: \$39.15-\$46.74 per hour plus Northern Allowances.

**What is in it for you:**

- **Northern Allowance:** \$6,650 + 5% added to base salary
- **Comprehensive Benefits Package:** Starts on day one of employment
- **Generous Leave:** 4 weeks of vacation, 4 weeks of sick leave, and 40 hours of special leave
- **RRSP Matching:** Begins on your first day
- **Travel Allowances:** For you, your spouse, and dependents
- **Overtime Compensation:** Paid at double rate, plus per diems and standby pay
- **Annual Wellness Subsidy:** Supporting your well-being
- **Cell Phone Subsidy:** Stay connected
- **Training & Development:** Opportunities for growth and learning
- **Community Impact:** Be part of something bigger and make a difference in the Yukon

We strive to achieve a skilled workforce that is representative of the population we serve, and we are committed to the employment and professional development of Yukon First Nations citizens. First Nations candidates are encouraged to self-declare.

To apply, submit a covering letter and resume to People & Culture via email at [hr@yec.yk.ca](mailto:hr@yec.yk.ca). The posting will remain open until the position is filled.

For more information on Yukon Energy and a full job description, please go to <http://www.yukonenergy.ca>

**Applicants must be legally entitled to work in Canada for any employer.**

Date Posted: November 22, 2024