



## Join the Acden Team!

We pride ourselves on offering our employees a dynamic, rewarding and healthy work environment. If you are looking for diverse experience and an opportunity to grow within your role and the company, Acden is for you.

As a leader in sustainable development, we are constantly looking for innovative ways to create value through environmentally responsible energy development. We encourage our employees at every level to share ideas on how to improve the corporation and minimize the impact we leave behind.

At Acden, you will be given the tools and support to make meaningful contributions to your career and to your company. You will also become a part of a corporation that believes in productivity coupled with balance and that wants their employees to succeed in all aspects.

### **Join us today!**

With 18 companies and over 3000 employees, Acden is one of Canada's largest Aboriginal companies.

**Acden Facilities Limited Partnership** provides industrial and commercial clients in the Regional Municipality of Wood Buffalo with facilities management, maintenance and support services.

Utilizing the existing strengths of Acden combined with prequalified, local Aboriginal and local businesses, we are a one stop service and single point of contact solution.





**Temporary Service Writer  
Competition #: AF-2017-059**

Acden Facilities LP. is currently accepting applications for one (1) Temporary Service Writer to support their Oil Sands client. This position is located at CNRL Horizon site and both flights and camp accommodations will be provided from designated hubs: Edmonton, Alberta and Calgary, Alberta. This position will consist of 7 on/ 7 off day shift; covering 80 hours per shift. However, hours and schedules may change due to operational requirements.

**This position will end on or before September 30, 2017.**

The Service Writer provides customer service support to oil sands clients. They are responsible for coordinating maintenance for the automotive department, while maintaining full compliance to all safety policy, regulations, and protocols.

**Duties and Responsibilities:**

- Interact with customers, by telephone and in person, as required.
- Open work orders, manage, and close work orders for vehicle maintenance.
- Follow up on progression of each repair order during the day and keep a daily log of repair orders and statuses.
- Assign work to the repair technicians.
- Maintain strong communications with customers (including: customer complaints and miscommunications) and discuss changes of work, costs, and timeframes. Handling telephone inquiries regarding work in process and appointments.
- Stay up-to-date with market parts and pricing to provide customers with accurate product knowledge.
- Assist in cost estimations.
- Interpret warranty information and policies for customers.
- Adhere to all company policies, procedures and safety standards.
- Ensure customer requirements are met.
- Follow standard operating procedures to identify and control non-conformances.
- Identify and record non-conformances.
- Assist Operations and perform other duties as assigned.
- Duties as they may arise that would fulfill the mandate of providing complete facilities operations and maintenance.





### **Qualifications:**

- High School Diploma or equivalent.
- Two (2) to three (3) years of Service Writing experience in a Heavy Truck/Automotive environment is strongly preferred.
- Valid Class 5 Driver's License with a clean abstract.
- Highly developed organizational and communication skills, both written and verbal.
- Strong bookkeeping skills.
- Excellent Problem Solving Skills.
- Highly developed interpersonal skills and ability to work harmoniously with a diverse workforce.
- Strong team player skills and the ability to work independently.
- Ability to balance and prioritize multiple tasks.
- Sensitive to issues of confidentiality and compliance.
- Strong technical ability.
- Ability to react appropriately in emergency situations.

### **Pre-Employment Requirements:**

- Comprehensive Drug, Alcohol and Audiometric pre-employment test.
- Physical abilities test.
- **OSSA BSO** or CSTS-09 & OSSA certificates are required.
- Class 5 Driver's License with clean 5-year history driver's abstract obtained within 30 days.
- Must be eligible to work on Canadian Natural Resources Limited (CNRL) Horizon site.

### **Additional Incentives:**

- Competitive Industry Wage.
- Competitive Benefits (including health, dental, vision, short & long term disability and life insurance).





Interested candidates are invited to **complete an online application** in confidence, along with the competition number **(AF-2017-059)** to:

**Acden Holdings LP.**

**Apply Online: [www.acden.com/careers](http://www.acden.com/careers)**

**This posting will remain open until the suitable candidate is found.**

We would like to thank all who apply; however, only candidates that are being considered will be contacted.

*Employment Equity is a factor in selection. Applicants are requested to indicate on the online application and in their covering letter or résumé if they are from any of the following groups: Aboriginal people (including ACFN, MCFN, FMFN, and Métis), women, visible minorities and persons with a disability.*

