Shift Dispatcher – Swing Shift (Req. # 54247)

Primary Location: London, Ontario  
Employee Type: Regular Full-Time (Unionized)  
Compensation Grade: 8  
Union/Non: This is a unionized position  
Bargaining Unit/Local: Unifor Local 938 London Office  
Closing Date: March 26, 2021  
Rate Classification: Step 1 – Step 5, $37.49 - $39.78 per hour

Posting provisions of the Collective Agreement will apply.

Do you enjoy working in a fast-paced environment or working in emergency situations? At Enbridge, we know that life takes energy and life can have unexpected moments including emergencies!

Whether it’s a gas leak or responding to customer inquiries, our Shift Dispatchers are there to assist. They are primarily responsible for responding to emergencies and monitoring planned utility services work after hours and on weekends.

If you have excellent communication skills and enjoy working shifts, apply today!

What you will do (Responsibilities):

- Provides Emergency Call Handling 24 X 7 for the province.
- Responsible for initial decision on response to local emergency situations, based on type of emergency, available resources and required skills. Required to make decisions that necessitate immediate response. Advise management personnel with respect to emergency situations, workload status, etc.
- Handles, dispatch and monitor “planned” Utility Services Work after hours and on weekends, ensuring work flow. Responsible to ensure work assignments optimizes the productive time of resources.
- Responds to customer requests after hours with limited system availability.
- Calls customers for commitments and recommitments and enters work in the company work files, as required.
- Monitor and engage personnel on status of building systems, building security. Perform other department duties, as required.

Who you are (Qualifications):

You will have the following education and experience:

- Minimum high school education.
- Must be able to communicate by telephone, computer and in person, in a clear, concise and courteous manner with field personnel and others ensuring maximum information is obtained.
- Must have the ability/aptitude to learn computer systems, the mechanized planning and dispatch system, Excel and MS Word.
- Must be willing and able to work an irregular work week on a rotating shift basis covering a 24-hour 7-day schedule, rotating between afterhours dispatch and emergency call handling.
- Must be capable of learning and interpreting Company policies and procedures, work codes, work order priorities and capacities of personnel within a reasonable time in order to establish priorities in compliance with written instruction and procedures.
- Must be able to type 40 words per minute net, have experience in operating a personal computer, print and/or write in a clear and legible manner.
- Work responsibly under direct and indirect supervision and be able to give direction and/or instructions to other employees normally affected by duties of a Dispatcher.

NOTE: As this position is within the Local Bargaining Unit identified above, please note that members will be given first consideration. We accept applications submitted via our online recruiting system only.