



# Chain Lakes Gas Co-op Ltd.

Box 60 Tees, Alberta T0C 2N0  
Phone 403-784-3343 Toll Free 1-877-784-7880  
Email: office@chainlakes.ca

## ***Search for: Office Supervisor***

**The Office Supervisor** plays a valuable role in the day-to-day administrative operations at our Branch office and Installation's services environment, to ensure we provide a variety of essential customer services and provide positive customer support that impacts all of our departments. Being an **Office Supervisor** can be incredibly varied. You could be providing direct customer sales to support to our **Valued Teams and Management**, serving customers, verifying accuracy and details on customer accounts/orders, planning and scheduling occasional day-to-day installations coverage, monthly gas meter billing, taking charge of our branch accounting with Quick Books, managing monthly reports, confirming accounts receivable and payable, and confirming reconciliation accuracy.

## ***What you can expect in Roles and Responsibilities:***

- Oversee the day-to-day Administrative Operations of the Chain Lakes Branch Office.
- Answer phones dealing with day-to-day operations.
- Provide exceptional Customer Service to our valued customers.
- Assist General Manager with misc. monthly reports and correspondence that is presented to the Board of Directors.
- Help to implement new ideas brought forward
- Deal with office equipment lease and purchases.
- Oversee and implement all accounting processes
- Oversee and implement payroll, benefits, and RRSP's.
- Request land titles & complete customer contract obligations, required to implement all customer payments and bank deposits.
- Oversee the implementing of payment options.
- Oversee and implement the gas billing system – "GAS MANager"
- Deal with crossing agreements and subdivision requests.
- Refresh, create, and maintain updates on our web page and social media sites.
- Health & Safety Officer - Perform all related duties such as:
  - Organize, coordinate, and facilitate monthly HSE meetings with branch staff.
  - Deal with correspondence.
  - Insure a positive and safe environment for everyone.



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## ***What you will discover:***

Our environment is a little different than others. You will experience challenges that are unique to our business. Things can get unpredictable, but we are a resilient team that take control of difficult situations. We think outside the box and get creative to get the job done.

***Enterprising, passionate individuals who are good planners and organizers, attention to the small details is always successful with us!***

## ***What you will receive in return:***

As an **Office Supervisor** you will take ownership of our branch, create a support plan to help increase sales and retain customer loyalty. The **Office Supervisor** needs to be driven and detailed orientated but also goal oriented as we are all working together to reach our monthly goals and targets. In return, we enable our employees to share in the complete full-service benefits including an RRSP program, and many other top driven benefits of our business.

## ***What you will need to be successful:***

**Office Supervisor** will have a healthy sense of adventure, who is willing to learn from the branch leadership team, displays a strong work ethic, and could work well in changeable situations, wear many sales hats, and support the branch office as required under tight deadlines or being a trusted advisor to customers and Management.

## ***You will also Bring:***

- Minimum of 5-7 years experience of customer service experience, ideally in a low-volume environment and a strong knowledge of accounting practices using Quick books which consists of AR, AP, Payroll, etc.
- Some post secondary education and or experience would be preferred.
- A passion for the Gas Co-op industry, and ability to provide the highest standards in customer service, ensuring you comply to health, safety, and legal standards.
- Experience in sales, customer service, order desk support, reading & analyzing sales orders, marketing and updates of our web site and positive customer service demeanor, this role.