

Career opportunity

Location:	Calgary
Position:	Assistance and Information Services Analyst - Developmental
Type:	Permanent – Full Time
Division:	Audit, Compliance and Enforcement Division

The AUC regulates the utilities sector, natural gas and electricity markets to protect social, economic and environmental interests of Alberta where competitive market forces do not.

Purpose

The Assistance and Information Services Analyst is a key member of the AUC's Audit, Compliance and Enforcement (ACE) division. This position coordinates external-facing inquiries and complaints received by phone, email or in writing, including those related to the AUC's eFiling document-control system. This position also coordinates virtual (Zoom-based) hearings and consultations for the AUC. The incumbent will use their interpersonal and analytical skills to oversee the response and resolution of consumer inquiries and disputes by providing information, formulating responses, or escalating to colleagues or external organizations. The incumbent will also collect information from regulated entities, conduct preliminary assessments and make recommendations for potential action to the Enforcement and Inquiries Team Lead. As a primary contact point for external stakeholders, this role requires a high degree of professionalism, composure, and impartiality.

Responsibilities

- Respond to external inquiries and complaints received by the AUC by phone, email or in writing. Identify issues, provide relevant information, formulate written responses, seek review when advisable, escalate complaints or inquiries to colleagues or external organizations when required, track and record inquiries to ensure timely resolution.
- Answer incoming stakeholder calls and emails. This includes assessing how to handle requests for information, redirecting calls to partner agencies, and connecting the caller with the correct AUC resource.
- Lead and support internal and external stakeholders in using eFiling (AUC's online document and evidence management system), including promoting adoption, staying

- current on system updates, and providing training and ongoing support to users.
- Provide virtual hearing and meeting support as a secondary virtual hearing coordinator. Liaise with lead application officers and IT to plan virtual hearings; facilitate test sessions, issue invitations to approved panelists, manage registrations and attendees, create virtual breakout rooms and display exhibits as required.
 - Draft information requests to regulated entities based on any issues identified in customer complaints and inquiries.
 - Conduct preliminary assessments that identify and seek resolution to potential enforcement matters.
 - Collaboratively work with our counterparts at the Utilities Consumer Advocate (UCA).
 - Consistently demonstrate and promote the AUC's values.

Qualifications

The ideal candidate will possess:

- A diploma or degree in business, communications, engineering, environmental science, finance, public relations, or other related discipline.
- Four to six years of progressive stakeholder or customer engagement experience is preferred.
- Work experience related to the utility industry considered an asset.
- Diplomacy, customer service, and conflict resolution experience in a contact centre environment is a definite asset.
- Other combinations of education and experience will be considered.


Competencies and experience

- Call centre and/or front-line customer-relations experience with a demonstrated ability to understand complexity in the customer inquiry knowledge base.
- Excellent communication and interpersonal skills; the ability to be empathetic, organized, objective and helpful, and to build rapport with both external and internal contacts.
- Demonstrated competence in the standard MS Office tools including Word, Excel, Outlook and Teams.
- Experience with Cisco Jabber would be advantageous.
- Experience and dexterity with Zoom coordinating and conducting complex virtual meetings is an asset.
- Excellent writing, editing, proofreading and verbal communications skills.
- Experience with the *Canadian Press Style Guide* is considered an asset.
- Able to understand and communicate technical subject matters.
- Demonstrates willingness to continuously develop new skills and knowledge.
- Responds to change with flexibility and resilience that contributes to the accomplishments of AUC goals.
- Is analytical and possesses strong research experience.
- Ability to prioritize their own work and the work of others.
- Familiarity with customer relationship management software and processes.

What the AUC offers

- Flexible benefits program.
- Fair compensation.
- Flex-day program and paid office closure days.
- Hybrid work model.
- Personal and health spending accounts.
- Work-life integration.
- Defined-benefit pension plan.
- Collaborative work environment.
- Professional development opportunities.

How to apply:

Please send your application to opportunities@auc.ab.ca and include position number 26-005 and your name in the subject line. Applications will be accepted until end of day Friday, June 19th, 2026. 

We thank everyone who applies for their interest in the AUC. Please be advised that we will only be contacting those applicants who we will be scheduling for an interview.

When you apply for a job with the AUC, you are providing the AUC with information, including personal information such as contact information, work and educational history, and so forth, as part of an application for employment.

Any personal information you provide to the AUC is being collected pursuant to Section 4(c) of the Protection of Privacy Act for the purpose of evaluating your employment application. The collection, use, and disclosure of any personal information you provide to the AUC is managed in accordance with Alberta's privacy laws and the AUC's [External User Privacy Policy](#).

Personal information provided is accessible only to AUC personnel involved in the hiring process. The AUC does not sell or use that information for unrelated purposes.

If you have any questions about the collection, use, or disclosure of your personal information by the AUC, please contact the AUC's Privacy Coordinator at privacy@auc.ab.ca.