



**SNC • LAVALIN**

**Company:** Brun-Way Highways Operations Inc.  
**Job Title:** Operations Control Centre Representative  
**Location:** 1754 Route 640, Hanwell, NB, E3C 2B2

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Brun-Way Highways Operations Inc. is seeking qualified individuals for the **permanent full-time** position of **Operations Control Centre Representative (OCCR) to be filled as soon as possible**. Brun-Way is responsible for 275 kilometres of the Trans-Canada Highway from the Quebec border to Longs Creek (west of Fredericton) and Route 95 between Woodstock and the Houlton Border until the year 2033.

***Position Summary:***

The Operations Control Centre (OCC) is Brun-Way's centralized total services business model. The OCC consolidates several core processes including end-to-end service requests pertaining to operational matters, highway maintenance and emergencies, as well as account management.

**The OCC operates 24/7 (24 hours a day, 7 days a week), 12 hour shifts both night and day on a rotating shift Sunday to Saturday.**

***Responsibilities:***

- Handle customer requests and issues (both routine and urgent) if necessary, dispatching the appropriate staff for the location of incident.
- Perform various administrative functions.
- Liaison with external agencies and coordinate implementation action with internal staff and suppliers as required for any incident that may arise on the operating facility.
- Input all highway incident related data into the Computerized Management System, including actions taken and field reported details on accident and facility damages.
- Initiate communication contact and supply highway operational and maintenance information (e.g. weather and road conditions, planned and emergency road closures) to external sources in compliance with the Brun-Way policies.
- Monitor cameras and process information for external clients.

***Qualifications:***

- Strong verbal communication skills in both English and French
- Exceptional telephone, customer service and communication skills
- Demonstrated analytical, troubleshooting and problem-solving skills
- Attention to detail with strong organizational skills
- Demonstrates strong initiative and follow-through coordination skills
- Able to multi-task and manage competing priorities
- Strong computer skills

- People Soft / JD Edwards experience a definite asset
- Adaptable and flexible to change
- Ability to work independently & as a team member

**Candidates interested in applying for this position are invited to send their resume in confidence to:**

Felicia Murphy, HR Contact

Email:            brunwayjobs@snclavalinom.com

Or

In person:      17540 Rte 640  
                      Hanwell, NB  
                      E3C 2B2