

**Role:** Service/Project Coordinator**Location:** Edmonton**Main functions:**

This role performs a variety of administrative, project-oriented and service-oriented duties in the Glass and Glazing sphere. The Coordinator delivers knowledgeable and customer-focused support to client inquiries, coordinates technicians and allocates resources for timely response to work orders. Provides personal leadership to create positive and productive relationships with all staff, clients, and suppliers, to maximize the project performance and results.

**Reports to:** Edmonton Assistant-Branch Manager  
**Direct Reports:** Service Technicians**Hours:** Full Time, Monday to Friday (07:30 to 17:00), 40-44 h/week**Branch Duties:**

- Participate in meetings with other company/branch staff to review service/project progress, discuss project/client issues, scheduling and manpower planning.
- Understand branch operations and develop and implement innovative ideas/approaches.
- Shipping/Receiving/Inspection/Recording of glass/aluminum and other materials.

**Service Department Duties:**

- Build customer and supplier relationships, grow workload and customer base.
- Receives and responds to inquiries, orders, and quotation requests from various sources.
- Conduct onsite measuring and determine products/equipment/manpower required.
- Issues work orders and purchase orders as required to complete the work.
- Meets with Service Technicians prior to project start to discuss scope, materials, details, special conditions, job procedures, safety issues and schedule requirements.
- Upon work order completion, provides project details and pricing to accounting for payment of purchase orders and for invoicing.
- Reviews, approves Service Technicians timecards.
- Emphasizes and monitors safety performance and other obligations.
- Additional tasks as required to complete service work orders.

**Project Management Duties as requested/required:**

*Generally: To support the project managers and site supervisors in executing various tasks to support the efficient flow of manpower, materials, and paperwork on projects.*

- Records and files project documentation, participates in on-site meetings, conducts periodic site inspections, as requested,

**Qualifications/Requirements:**

- Prior experience in a glass contracting/service department and/or post-secondary education in glazing or a related field.
- Strong interpersonal skills to develop and maintain relationships.
- Experience with commercial doors, glazing systems, reading architectural and shop drawings.
- Intermediate skills using MS Outlook, Word and Excel, experience working with accounting software and a basic understanding of accounting principles.
- Valid forklift and fall arrest certificates will be required (training available)
- Hold a Valid Alberta Class 5 driver's license (drivers abstract required), and a minimum of 5 years driving experience and insurability, as driving Company vehicles is central to this role.
- Legally able to work in Canada and fluent reading, writing, and speaking in English.
- Positive, friendly and focused individual who is highly organized and a self-starter.

**Working conditions:**

- Work indoors and outdoors in all weather conditions, occasionally working at heights.
- Overtime, night, and weekend work as required.
- Hazards associated with the trade and construction sites; Personal Protective Equipment required.
- Ability to lift/carry and manipulate objects up to 100 lbs.
- Works with/around lifts/stages/equipment etc.
- Sitting for extended periods of time.
- Ability to attend/hold presentations and meetings in office and on site.
- Manual dexterity required to use desktop computer/phones/forklift/hand tools etc.