

Position: Administrator (Regina Branch)

The Company: Bison Fire Protection Inc., through its fire extinguisher/automatic suppression, automatic sprinkler and alarm divisions, delivers a full offering of superior-quality fire protection products and services to a broad range of organizations via its branches in Saskatchewan, Manitoba and Northwestern Ontario. Our professional, highly trained staff have the capacity to ensure our customers have a complete and fully functional fire protection system that will ensure a smooth and continuous flow of business.

Position Summary: Under the direction of the Branch Supervisor, this role is responsible for performing general administrative sales and service duties, answering telephone lines, greeting visitors and accepting courier deliveries. As part of this role, the employee maintains office stationery supplies, manages travel bookings as required and performs filing duties as instructed while maintaining a clean and safe office and warehouse environment. Will also be confirming scheduled work with the technicians and follow up to verify work orders have been completed and all required paperwork has been submitted for billing purposes and preparation of inspection reports and perform other duties as assigned by the Branch Supervisor.

Top Daily Priorities:

- Reception and administrative support
- Handle incoming customer inquiries; provide cost estimates and handle complaints
- Assists field service technicians with inspections as required
- Prepare any documentation or reports as required
- Perform physical inventory count duties as part of the team on a semi-annual or more frequent basis as directed
- Application of customer payments and preparation of bank deposits as instructed
- Perform office maintenance as directed
- Maintains and orders office supplies as required
- Co-ordinate, schedule and dispatch service calls, prepare work-orders
- Ensure all operations paperwork is being processed in a time sensitive manner and filed appropriately
- Ensure that customer inspection reports on completed work orders are prepared and processed in a time sensitive manner and provided to the customer as directed
- Perform special projects or other duties as assigned
- Must participate in any required product line training and maintain current product knowledge as it relates to the role
- Must participate in any required certification or training for their specific role
- Must participate in all safety, training and general staff meetings as required
- When necessary, performs service work to fire extinguishers, fire hoses and suppression system cylinders in an efficient and time sensitive manner
- Assist with shipping/receiving as necessary

KNOWLEDGE, SKILL & EDUCATION REQUIREMENTS:

- Minimum education requirement: Grade 12 graduate
- Willing to learn and train in the job role
- Must be detail oriented and focused on accuracy in all duties
- Must have basic computer skills in Microsoft Office software
- Must be willing to learn new software programs & processes as required
- Must be able to maintain an effective level of self-motivation & be goal oriented
- Must be able to be adaptable, multi-task and work effectively with minimal direction or supervision
- Must be an effective problem solver with good organization & time management skills
- Must present a professional image, attitude & behaviours at all times when dealing with customers, vendors, external service providers & fellow staff members
- Must have effective verbal and written communication skills
- Must demonstrate effective people skills & a positive team player attitude

We offer competitive compensation and an excellent benefits package.

Please submit resume in confidence, by April 6, 2018 to: dmcneil@bisonfire.com. Due to the high volume of resumes received only the most qualified candidates will be contacted. We thank all applicants for their interest.