

**Position: Assistant Service Coordinator, Bison Fire Protection Inc (Winnipeg Branch) (Full-time, Permanent)**

**The Company:** Bison Fire Protection Inc., through its fire extinguisher/automatic suppression, automatic sprinkler & alarm divisions, delivers a full offering of superior-quality fire protection products & 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 & fully functional fire protection system that will ensure a smooth and continuous flow of business.

**Position Summary** Under the direction and guidance of the Senior Service coordinator, this role entails the coordination; scheduling & dispatching of all customer inspections & service appointments for the field operations. This will include the coordination of joint inspections by specialized technicians from fire suppression, alarms & sprinklers as required by customers

This role will be responsible to confirm scheduled work with the technicians & follow up to verify work orders have been completed & all required paperwork has been submitted for billing purposes & preparation of inspection reports on a daily basis. Maximum timeframe for field technician submission of completed work orders is weekly; namely, on Friday. This role will manage incoming customer calls & inquiries, manage customer complaints or issues & schedule technician service work accordingly.

**Position Responsibilities:**

- Coordinate, schedule & dispatch all services based on the Quickbooks summarized customer reports by time periods; namely monthly, quarterly or annual
- Coordinate any changes in scheduling & booked appointments to ensure that schedule is always current
- Ensure all operations paperwork is being processed in a time sensitive manner
- Ensure that customer inspection reports on completed work orders are prepared and processed in a time sensitive manner & provided to the customer as directed
- Handle incoming customer inquiries & handle complaints
- Provide administrative support to the Senior Service Coordinator as required
- Prepare any documentation or reports as required by Senior Service Coordinator
- Perform special projects or other duties as assigned by the Senior Service Coordinator
- Must participate in all safety, training and general staff meetings as required
- Must participate in physical inventory count functions as directed

**Position Requirements:**

- Must be able to take instruction & direction effectively from Senior Service coordinator & perform work duties as assigned
- Must be organized and able to multi-task in a demanding service environment
- Must be very flexible & able to adapt easily to schedule changes
- Must be able to Problem solve & manage difficult situations or demanding customers in a calm, professional and customer service oriented manner
- Minimum education requirement: Grade 12 graduate. Additional post-graduate education or training from a technical or business college program is highly desirable
- Must have a minimum of 1 year working experience in a fast paced or demanding service environment
- Must have proficient computer skills & be willing to learn new software programs and processes as required
- Must have effective telephone & customer service skills & have effective verbal & written communication skills
- Must be effective at conflict or dispute resolution while remaining calm & professional in all situations
- Must have the ability to multi-task & work effectively with minimal direction or supervision & must be an effective problem solver with good organization & time management skills
- Must be very flexible & able to adapt easily to schedule changes
- Must present a professional image & behaviours on job sites or in public when dealing with customers, vendors, other service providers and with fellow staff members
- Must demonstrate effective people skills and demonstrate positive team player attitude

Please submit resume in confidence, by March 30, 2018 to: [ckreviazuk@bisonfire.com](mailto:ckreviazuk@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.