

JOB POSTING

Role: Support Coordinator
Reporting to: Service Manager
Department: Warehouse
Application Deadline: September 30th, 2021

Since 1977 Gem Cabinets has been meeting the cabinetry needs of homeowners in Edmonton and surrounding areas, and now Gem is growing again! As a locally owned and operated family business Gem prides itself on its culture of taking care of its people. Whether that is our customers that we work hard for every day, or our employees that make what we do possible, people are at the center of everything we do. As part of our recent growth, we are looking to expand our dynamic team, and we are looking for someone with a particular set of skills.

The Support Coordinator supports the Service Department by assisting with administrative tasks in all areas of the department. This individual will provide coverage and balance workloads by assisting where need be for the Service, Warranty and Project Coordinators, Service Administrator, Service Warehouse Laborer and the Service Manager.

The Support Coordinator will work in a fast-paced but casual environment and play a supporting role in ensuring customer satisfaction by organizing information, monitoring and following up on all parts ordered, actively engaging necessary staff, Service Technicians, homeowners in a wide range of customer service scenarios while adhering to quality control standards, jobsite safety and making sure building codes are followed.

KEY RESPONSIBILITIES

- Process and manage emails efficiently and in a timely manner
- Take calls and/or e-mails on a daily basis regarding parts orders from each factory and other departments
- Take calls and/or emails from staff, Service Technicians, homeowners regarding any safety, product, or design issues to determine the best course of action to resolve the issue(s)
- Organize and double check all requests for parts
- Prepare parts orders, double check for accuracy and submit to the appropriate factory in order to receive a confirmation
- Daily data entry of parts orders placed and confirmations received back from the factory
- File orders and confirmations into documents folders on the server in a timely manner
- Prepare orders for samples and track on current lists
- Investigate missing, damaged or wrong items and request credits
- Manage, coach and provide good leadership to the Service Team
- Schedule Service Technician appointments
- Necessary data entry

KNOWLEDGE & SKILLS REQUIRED

- Excellent computer skills in Microsoft Outlook and Excel
- Excellent and effective written and verbal communications skills, along with good interpersonal skills
- Pleasant telephone manner
- Must be able to work independently with minimal direct supervision and as part of a team
- Perform consistently under pressure and handle pressure/disappointment professionally
- Knowledgeable in the fundamentals of kitchen cabinet design and construction
- Consistently follow up on items/tasks
- Must be focused and attentive to details
- Must be able to function with interruptions and deadlines
- Strong organizational skills with ability to handle multiple priorities effectively
- Able to work well with numbers
- Interest in keeping up with ever-changing technology

If this opportunity sounds like one you might be interested in, we would love to hear from you. At Gem Cabinets all of our roles are essential to delivering an exceptional customer experience, and we pride ourselves on our culture. To apply email us at sheriwalker@gemcabinets.com