



Service & Safety Coordinator

CIMCO is looking for a regular full time **Service & Safety Coordinator** for the Edmonton Region Branch Office. This role will appeal to you if you are a highly organized professional who takes pride in the accuracy of your work, attention to detail and ability to exceed customer needs in a timely manner on a consistent basis.

The successful candidate will be responsible for answering service calls, dispatching/coordinating manpower, material and equipment to meet customer needs as well as asset and cost controlling. The successful candidate will work closely with the Service Manager to ensure all work is scheduled and completed as required. Furthermore, you will be tasked with ensuring our field staff complies with all corporate safety policies and procedures.

Location: Edmonton, AB

Responsibilities:

- Coordination of jobs including receiving of incoming calls from customers to dispatching of mechanic(s), setting up Job in SAP, and coordinating completion of jobs with billing including reviewing of costs (labour, material, sub-costs, etc.) as required.
- Liaison with parts suppliers, sales, billing, warranty and engineering departments
- Handle incoming customer calls, create service orders and input in SAP system
- Manage service contracts
- Order parts and material for jobs and co-ordinate with contractors / subcontractors
- Match service orders with timesheets
- Inventory control
- Handle customer calls relating to scheduling
- Review of Mechanic's service reports for quality control purposes and compliance.
- Review Hazard Assessments (JHA's), Worksite Inspections, Vehicle Inspections on a weekly basis to ensure corrective action is implemented, as necessary.
- Conduct Internal Investigations for incident/accident/near miss reported by employees including completion and submission of any relevant WCB documents. Manage a team of mobile mechanics

Qualifications/Assets preferred:

- Post-secondary education preferred.
- 1-2 yrs experience in an office environment.
- Previous experience with SAP and dispatch service industry would be an asset.
- Proficiency in MS Word, Outlook, Excel is required.
- Must be able to work effectively with little direct supervision and be discrete, detail orientated and be able to multi-task.
- Strong organizational, planning, written and verbal communication and time management skills are required as well as the ability to deal with confidential issues in a sensitive, efficient and professional manner.
- Must be able to work under time constraints, adapt to change, work in a fast pace environment and deal with customers professionally.

Company Profile

CIMCO specializes in the engineering, design, manufacture, installation and service of complex thermal building solutions for industrial, process cooling and recreational refrigeration and mechanical systems. For more than 100 years, CIMCO's leadership and unparalleled research, development and manufacturing programs has put us at the forefront of industry advancements and technological breakthroughs. Our professional engineers, technicians and designers apply innovative state-of-the-art equipment and refrigerants to develop systems that meet even the most complex thermal challenges.

We offer excellent compensation and benefits, including Pension Plan, Share Purchase Plan, Medical, Dental, Fitness Benefits, Flexible Hours, Career Development Opportunities, Mentoring and Continuing Education.

If you or someone you know is interested in this opportunity, please forward your resume via email to CimcoHR@Toromont.com. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

CIMCO Refrigeration is an equal opportunity employer who recognizes and values diversity. Upon request, CIMCO Refrigeration will accommodate any applicant with disabilities throughout the recruiting processes, including any required applications, interviews and/or assessments.