

## Position Profile

Title:	<b>Bilingual Service Coordinator</b>
Department:	Operations
Reports To:	Service & Maintenance Manager

### SETTING

Pattison Sign Group is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with three manufacturing facilities, six sales offices across North America and over 800 employees.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 605 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$10.1 billion in 2017 and more than 45,000 employees, the Jim Pattison Group is the second largest private company in Canada.

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### OVERVIEW

The **Bilingual Service Coordinator (SC)** is a national role and part of the Operations business function, reporting to the Service & Maintenance Manager, Toronto

A critical part of the role is technical sign knowledge, Epicor 10 (E10) capabilities and building existing and new relationships with partners/suppliers.

Of equal importance are the principles of providing an enhanced customer experience, consistent/clear communications, and timely escalation of potential issues/roadblocks to the Team and/or Service & Maintenance Manager.

The **SC's** goal is to consult, troubleshoot and execute successful delivery of post installation services to PSG's customers.

## **QUALIFICATIONS and COMPETENCIES**

Under this redefined position, the **SC** will serve an internal strategic partner and customer service ambassador. This means providing an enhanced customer experience by managing incoming calls with a professional demeanor, processing requests in a timely and efficient manner.

**Tactically**, in order for the SC to be effective, they must be capable of learning and performing transactions in Pattison Sign Group's ERP system (service module) to update, track and maintain customer data.

In addition, the SC must also be proactive with clear and consistent communication updates from both an internal and external perspective, while being responsible for timely execution of calls/work.

The SC is not only managing in-coming calls, but setting priorities to meet customer expectations. A strong familiarity with sign products and service is helpful when communicating with customer and in the field (product awareness).

This role is deadline driven and requires consistent follow up and management of call logs.

Skills include effective communications, positive attitude, negotiation, organization, problem solving & decision making, and relationship management.

The following skillsets and competencies are listed below:

**Customer Service:** Committed to provide an enhance customer experience. This means having positive and engaging attitude, a sense of professionalism, patience and commitment to service.

**Communication:** Ability to produce clear status reports (writing and verbal), communicate professionally (written/verbal) and ability to adapt communication depending on the audience receiving the message. This includes internal and external stakeholders.

In addition,

- Initiate and follow up with subcontractors to coordinate on site work, completion and verification.
- Interact with general contractors and other site contact to verify installation times and access.

**Ability to adapt to change:** Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Adapting approaches of resilience to manage these changes is necessary in this position.



**Continuous Improvement:** Aptitude to identify/communicate potential roadblocks/challenges from a system, service or process perspective and offer solutions/recommendations to improve.

**Organization:** Attention to detail, ability to multi task, focus on deep work without being distracted, analytic skills, time management and collaboration.

**Problem Solving & Decision Making:** Ability to analyze and define a problem, evaluate alternatives, propose a solution and how and when to execute.

**Relationship Management:** To advance the work of the organization by interacting with internal/external stakeholders in developing professional and productive relationships.

From an educational and knowledge perspective, a degree/diploma in business administration could be considered an asset. 2-5 years' experience in a call center environment is also an asset.

## **KEY RELATIONSHIPS**

### **INTERNAL**

- Sales (Executives and Key Account Managers)
- Finance
- Project Managers, coordinators and assistants.
- Plant managers and critical stakeholders in those facilities.

### **EXTERNAL**

- Approved Installers, subcontractors
- Suppliers, strategic partners.
- Customers