



Pattison Sign Group

Powering Your Brand

JOB OPPORTUNITY

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 and over 700 employees across North America.

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 565 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 \$12.7 billion in 2020 and more than 51,000 employees, the Jim Pattison Group is the second largest private company in Canada.

We are currently seeking to hire a Service Coordinator reporting to Manager, Service & Maintenance, at our Toronto office.

Overview:

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

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 Manager Service & Maintenance and Booked & Approved.

The **SC's** goal is to consult, troubleshoot and execute successful delivery of post installation services to PSG's customers. This role is deadline driven and requires consistent follow up and management of call logs.

KEY RESPONSIBILITIES:

- Serve as an internal strategic partner and customer service ambassador.
- Provide an enhanced customer experience by managing incoming calls with a professional demeanor and process requests in a timely and efficient manner.
- Learn and perform transactions in Pattison Sign Group's ERP system (service module) to update, track and maintain customer data.
- Be proactive with clear and consistent communication updates from both an internal and external perspective, while being responsible for timely execution of calls/work.
- 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.
- Manage in-coming calls as well as set priorities to meet customer expectations.

QUALIFICATIONS and COMPETENCIES

- Business administration experience or 2-5 years' experience in a call center environment is an asset.
- Strong familiarity with sign products and service is helpful.
- Positive and engaging attitude with a sense of professionalism, patience and commitment to service.
- Proficient in communication skills (written and verbal) with ability to adapt communication depending on the audience receiving the message.
- Aptitude to identify/communicate potential roadblocks/challenges from a system, service or process perspective and offer solutions/recommendations to improve as needed.
- Proven ability to analyze & define a problem, evaluate alternatives and propose an effective solution.
- Organization capability with attention to detail, multi-tasking skills and proven expertise on time management and collaboration.
- Excellent skills in developing and fostering effective professional relationships with internal and external stakeholders.
- Knowledge of Microsoft Office suite & Epicor10
- Preferably bilingual – English & French

Pattison Sign Group offers benefits, a competitive salary and is committed to the Employment Equity program.

To apply, please send your resume to hr@pattisonsign.com on/before **May 7, 2021**: