

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 seven (7) manufacturing facilities, five (5) sales offices and over 750 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 590 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 \$14 billion in 2021 and more than 49,000 employees, the Jim Pattison Group is the second-largest private company in Canada.

DEX is a creative agency specializing in digital signage and the development of spectacular digital experiences. DEX is a multidisciplinary team of experts and hyper-specialists who have contributed to numerous large-scale projects and deployments within the North American retail industry.

DEX is part of the Jim Pattison family with over 50,000 employees worldwide. DEX/The Pattison Sign Group collaborates daily with North America's leading brands in all verticals of the consumer industry.

DEX is now the dominant force in the marketplace, it continues to grow in size and in the number of digital signage mandates it receives from today's hottest brands. DEX is looking for a qualified individual to fill the following position: **Digital Projects Coordinator**.

SUMMARY

The Digital Projects Coordinator provides support to the entire Pattison Sign / DEX group for all digital solutions, including hardware, software requirements, programming, factory technical support and quality control. They will work closely with IT, the DEX team, the management team, the sales team, and the technical support team.

They will participate in the development of short- and medium-term strategies for the digital signage department.

No experience is required. PSG will provide basic training and support to the person selected in learning about the required products, procedures, and tasks.

MAIN RESPONSIBILITIES

- Act as an advisor for technical support, evaluation and selection of new product offerings, improvement of existing products and processes;
- Keep abreast of technological advances;

- Contribute to the preparation of documentation to support the factory, the PMs and the service and support team;
- Support digital signage opportunities by assisting in installation coordination and planning, arranging customer training, verification of production drawings as well as maintenance of various schedules such as production, installation, and training;
- Participate in daily and weekly DEX meetings to communicate the progress of current orders as well as potential problems in achieving them.
- Support the DEX Digital Sign Manager in training sales teams on the product offering and digital solutions;
- Monitor and ensure good inventory management;
- Manage communication between teams from different departments;
- Observe, coach and train the after-sales support team as product innovations and updates evolve and change (updating of existing products);
- Ensure internal communication by facilitating meetings, deploying know-how at the project level as well as training on new change-related work procedures;
- Supervise project evolution from after-sales to delivery; including coordination with pre-production, production, transport and installation teams;
- Apply project management principles such as planning, scope of work, deadlines, quality control and risk management;
- Ensure the customer onboarding process is smooth and transparent;
- Responsible for digital screen configuration according to order specifications;
- Validate proper operation based on the existing quality control specifications.

QUALIFICATIONS AND SKILLS

- A college diploma in technology or in a related discipline or experience;
- Mandatory French and English with excellent oral and written communication skills;
- Knowledge of the Microsoft Office suite (Outlook, Word, Excel, PowerPoint);
- General networking know-how;
- Ability to analyze, diagnose (“troubleshooting”) and negotiate;
- Social skills and ability to work both independently and with a team;
- Ability to manage time and priorities, sense of organization.

We prefer someone with social skills, since they will be communicating with customers, suppliers, and co-workers. Adaptability, resourcefulness, and knowledge in the signage field would be an asset for candidates.

The DEX team looks forward to working with you!