



PLUMBING / MECHANICAL COORDINATOR, SOUTH-CENTRAL (Guelph) REGION

Hy-Mark Mechanical Ltd. is a leading provider of residential HVAC and Plumbing services. We serve homeowners, residential new construction builders and developers. Hy-Mark has locations in Guelph (Head Office), Owen Sound and London. Our roots date back over 25 years in the community.

If you are an enthusiastic team player, looking for your next career challenge and appreciate working in a face paced environment, and have a passion for people, and home comfort. We have a terrific opportunity for you!

Hy-Mark Mechanical Ltd. is currently seeking a full time **Plumbing / Mechanical Coordinator** based in our **Guelph, Ontario** location.

Job/Position Summary:

Reporting to the South-Central Branch Manager and working with the entire team the Plumbing / Mechanical Coordinator is responsible to achieve or exceed established targets by maintaining and building long term internal and external customer relationships. This position includes customer communication, planning, dispatch, and related Coordinator tasks in a fast-paced, dynamic and goal-oriented environment.

The ideal candidate will have superior computer and people skills, be a highly organized and motivated individual with the ability to handle multiple initiatives at the same time. You will be a positive individual that is solution orientated, dedicated to providing the highest level of support in each interaction.

What is in it for You?

- Comprehensive health benefits
 - Health, Dental and Extended Benefits
 - Group matching RRSP Plan
 - Employee and Education Assistance Programs
- Competitive Salary
- Become a part of an innovative and growing organization
- A friendly and supportive work environment
- Great Company Culture

Who We Are Seeking:

- An exceptional communicator to liaison with external/internal customers as well as field trades/technicians
- Develop a strong knowledge of Jonas software program
- Develop a detailed understanding of all plumbing and service technician's skill sets
- Generate, prioritize, schedule, and dispatch work schedules and service orders to field trades
- Monitor and update status on all active orders
- Close all completed calls, scan service tickets and update customer files
- Be sure all field team hours are entered and coded properly
- Verify labour hours are submitted for all trades/technicians each morning for the prior day
- Before leaving each day make sure every trade/tech has their schedule updated for the next day
- Coordinate purchases of materials and services as required
- Working with inventory stocking and coverage strategies as well as sourcing lead time requirements to enhance problem solving capacity.
- Coordination of phone call coverage with fellow dispatchers

- Ensure that work is executed as scheduled
- Proficient in managing multiple tasks and prioritizing work in a dynamic environment with exceptional follow-through abilities
- Strong and well developed written and verbal communication skills and above average people skills
- Team player with the ability to build and cultivate superior customer service
- Maintain positive relationships with internal and external contacts while strengthening our relationships
- Efficient computer skills with knowledge of Microsoft Office and aptitude for learning internal systems, applications, and workflow of the department
- Able to read and interpret drawings (blueprints) and project specifications
- Able to complete quantity surveys for the purposes of coordinating materials
- A firm understanding of residential plumbing and mechanical components
- General office administration and KPI tracking

Requirements:

- 2+ years of experience with a proven track record
- Residential HVAC and plumbing experience, is an asset
- Jonas ERP experience an asset
- Intermediate proficiency with Microsoft Office, and able to learn quickly
- Experience in coordinating and directing field trades
- Desire to work on a competitive, target-driven bases
- Highly disciplined, with excellent time management & organizational skills
- Strong written and oral business communication skills, in English
- A valid driver's license
- A clean driving record
- The flexibility to work outside of regular hours when duty calls

Please send your resume and cover letter with “**Plumbing / Mechanical Coordinator**” in the subject line to info@hy-mark.ca .

Hy-Mark endeavours to create a respectful, accessible, and an inclusive work environment. Upon individual request, the company will endeavour to remove any barrier to the hiring process to accommodate candidates with disabilities.

Full-time, Permanent

