



SERVICE & ADMINISTRATIVE COORDINATOR – GUELPH

Hy-Mark Mechanical Ltd. is a leading provider of residential HVAC and Plumbing services. As an essential service 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 **Service & Administrative Coordinator** based in our **Guelph, Ontario** location.

Job/Position Summary:

Reporting to the Human Resources Manager the ideal candidate will have superior people skills, be a highly organized and a motivated individual with the ability to handle multiple initiatives at the same time. You will be able to take specific instruction and execute independently in an efficient manner without need for correction. You will exhibit excellent attention to detail, professionalism in your work, be a positive individual that is solution orientated, dedicated to providing the highest levels of productivity and quality to the Hy-Mark team and our customers.

What is in it for You?

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

Who We Are Seeking:

- An ambitious and resourceful person
- A competitive spirit who strives to be a top performer with an attention to detail
- A safe and conscientious team player, willing to go out of your way to help and support others
- An entrepreneurial cheerful self-starter who can operate with minimal supervision and is motivated to find solutions to challenges as they occur
- An individual with high integrity and a genuine interest in delivering the right solutions every time

General Requirements:

- Demonstrated proficiency with Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, and Teams
- MS Access database experience would be an asset
- Excellent listening, written, interpersonal and communication skills
- Ability to maintain and protect sensitive and confidential information
- Efficient creation and maintenance of spreadsheets for tracking purposes

- Complete HVAC and Plumbing service bookings with customers and coordinate same with technicians
 - Create work orders and schedule technician appointments
 - Prepare costing sheets & quotations for customers
 - Assist with part orders (when needed)
 - Review, edit and approve field generated paperwork (IE. Timesheets, Work Orders, etc.)
 - Complete warranty registrations
 - Coordinate warranty parts
- Administrative duties including
 - Answer phones, direct calls, take messages and distribute to appropriate personnel
 - Manage e-mail inboxes, including Reception
 - Receive, date stamp and direct mail to appropriate individual
 - Manage all incoming/outgoing courier packages
 - Welcome all guests, advise personnel of their arrival
 - Maintain office supplies and equipment maintenance
 - Provide data, administration and any other support to the President and Team as required
 - First point of contact for all customers, team members and general public (i.e. answers incoming calls)
 - Maintain organized filing system for all member/customer correspondence
- Construction experience is an asset
- 2+ years of relevant experience
- Jonas ERP experience is an asset
- A valid class G driver's license and a clean driver's abstract

Please send your resume and cover letter with “**Service & Administrative Coordinator**” in the subject line to tschmedt@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

