



Service Coordination and Process Manager

Do you want to work for a company that helps build clean, healthy indoor air environments? BGE is looking for an organized leader and process-driven individual to work alongside our **Service team** in the role of **Service Coordination and Process Manager**. Will consider candidates in **Calgary and Edmonton**. Our ideal candidate for this role will encompass and live our core values of: **Together We Are Better, Striving For Excellence, and Be the Experts**.

The Company:

BGE provides services and products to organizations that care about clean air. Through its focus on strong customer relationships and an integrated service and product offering, BGE delivers industry knowledge and advisory support, enabling organizations to build and maintain clean, healthy indoor air environments.

Responsibilities:

- Manage and lead Service Coordinators.
- Collaborate with other departments (Sales, Accounting, Supply Chain and Manufacturing etc.) to understand current processes and where opportunity for improvements exist to meet customers' expectation.
- Collaborate with team to design and implement new processes & procedures.
- Implement online and shared tools and reports.
- Work with the Director of Technical Services, and Service Supervisors/Leads, to coordinate the activities of the Service Department and maximize department's effectiveness and efficiency.
- Ensure careful record-keeping, data collection of all service works, time sheets, information from contact with customers, Smart Sheet updates and related service information.
- Ensure completion and accuracy of work orders for service requests.
- Build positive, collaborative relationships with your team as well as all cross-functional contact points and work collaboratively to utilize available resources to successfully meet customers' needs and expectations.
- Participate in new Preventative Maintenance Program project plan.
- Other duties as assigned.



Qualifications:

- Minimum five years' experience in a leadership capacity.
- Experience developing and implementing standard processes and procedures.
- Post-Secondary Degree, or Diploma.
- Formal training and/or certification in project management is preferred.
- Ability to manage and articulate the change management journey for all project stakeholders.
- Advanced skills in Microsoft Office Suite.
- Highly organized with excellent communication and interpersonal skills.
- Ability to plan, prioritize, and execute tasks in a complex environment.
- Strong problem solving and analysis skills.
- Ability to occasionally travel to our other locations.

What we offer:

- Competitive compensation.
- Benefits package and RRSP matching program.
- Supportive work environment.

Please submit your resume and cover letter to careers@bgecleanair.com and reference the job title and location when you apply.

BGE hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.

We would like to thank all applicants for their interest in this position; however, only those selected for interviews will be contacted.