



# Fred Welsh Ltd

MECHANICAL CONTRACTORS

## SERVICE COORDINATOR

**FRED WELSH LTD.** is a leading mechanical contractor with an excellent reputation, serving the BC Lower Mainland since 1931. Our growing *Service & Maintenance Division* is looking for a highly motivated, organized individual to join the team in our Coquitlam office. We offer a comfortable working environment, competitive salary and believe in fostering employee growth and opportunity.

## ABOUT THE POSITION:

Working under the direction of the Service Manager we are looking for an individual who:

- Is self-motivated and able to work independently in a busy environment
- Is a team player and able to help out where needed
- Experience with Sage CRE 300, SSO or other work order management software preferred
- Has proficient computer skills in Microsoft Office
- Is highly organized and able to multi-task
- Has excellent communication skills – both written and verbal
- Is comfortable interacting with customers/field employees
- Has knowledge of the mechanical service/contracting industry

## JOB DESCRIPTION:

- Receive service requests from customers, record details and generate work orders to field technicians
- Schedule and coordinate technicians, subcontractors, materials and equipment and communicate with customer based on project need, skills required and availability
- Track, receive & review completed work orders from the field techs
- Create invoice for completed work orders and send to customers
- Log service start-up and service work requirements in job tracking system
- Provide general assistance and support to the Service Manager
- Confer with customers or staff in order to address questions, problems and service requests
- Follow up on delinquent invoice payment
- Obtain quotes for equipment and or parts as needed for the field techs, Order parts and provide purchase orders to the vendors
- Occasional switchboard relief

## CONTACT US:

Interested candidates should submit their resume and cover letter by email only to [Suzanne@fredwelsh.com](mailto:Suzanne@fredwelsh.com). While we thank all candidates for their interest, only select individuals will be contacted for follow up.