



Title: Service Technician

Location: #1, 2315 – 30th Avenue NE, Calgary

Job Overview

We have an exciting opportunity for a **Service Technician** to join Empire Envelope Ltd., in Calgary, AB. The Service Technician is responsible for repair services for items as well as working with trades to ensure delivery excellent service to exceed customer expectations.

Your day-to-day responsibilities will include:

- Servicing insulation, drywall, taping, texture repairs and/or scopes of work.
- Maintaining site cleanliness during scope of work.
- Protecting the high-quality standards of Empire Envelope Ltd. and ensuring that all work performed meets or exceeds these standards.
- Working and being accountable with all team members and divisions.
- Representing Empire Envelope Ltd. when dealing with builders, homeowners, and trades.
- Tracking hours and scope of work completed at every job and communicating schedule for tracking and billing by taking pictures, making notes, and describing the work completed.
- Providing feedback to direct manager regarding our work, our trades, painting quality, trade damage, site conditions, and builder issues.
- Maintaining weekly vehicle inspections, vehicle cleanliness and maintenance.
- Ensuring hazard assessment are filled out and proper PPE is worn.
- Promoting and enforcing a safe work environment, ensuring work is completed in a safe manner and adhering to Qualico's Safety Program and relevant health and safety legislation.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- A creative thinker; you identify new ideas, techniques and opportunities to improve performance and productivity.
- A leader; you develop and improve the skills of others through effective coaching and guidance.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- 1-2 years of experience in insulation, drywall, and taping /general construction.
- Great communication skills and problem resolutions
- Must maintain a clean CLASS 5 drivers license with clean abstract at all times.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

Working Conditions

You work primarily on-site with some time spent in an office environment during regular business hours. Occasional overtime may be required.

About Us

Empire Envelope Ltd, an established business unit of Qualico, is committed to satisfying customers throughout Alberta as we have been doing already for over 50 years. With operations in Edmonton and Calgary, we service all residential and commercial needs.

Our team is dedicated to being an industry leader and to building long-lasting relationships with customers and their people. We seek to deliver exceptional service, on time and of the highest quality to all our customers. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

Closing date: September 12, 2025

[Apply here](#)