



INSULATION • DRYWALL • PAINTING • ROOFING • WRAP • SPRAY FOAM • SIDING

**Title:** Customer Service Coordinator

**Location:** 5651 70 St. NW, Edmonton

### **Job Overview**

Reporting to the General Manager, as the **Customer Service Coordinator** you act as the primary in-field liaison between clients and divisional managers for insulation, drywall, spray foam, paint, roofing, and siding.

Your day-to-day responsibilities will include:

- Acting as a single point of contact on-site for client inquiries, feedback, and performance concerns.
- Capturing, triaging, and translating field observations into actionable updates for divisional managers (PM, quality, safety, estimators).
- Prioritizing critical issues to ensure timely resolution and maintain client confidence.
- Coordinating and preparing agendas/notes for client walkdowns, coordination meetings, and scope-specific updates.
- Liaising with Operations and Construction Managers and key production staff, to assist with scope specific inquiries and specification updates.
- Verifying corrective actions and confirming client sign-off on completed items.
- Coordinating warranty/closeout communications and compiling scope-specific documentation, as needed or requested (as-builts, warranties, maintenance notes).
- Auditing of SupplyPro weekly to ensure prompt communication from our Residential Supervisors) and reporting information to Residential Operations Manager and Construction Manager

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

### **Essential Requirements**

- High School Diploma, or equivalent.
- Minimum 1 year of experience.
- Valid class 5 license and a clean drivers abstract.
- Exceptional verbal/written communication and field reporting skills.
- Practical knowledge of building envelope trades
- Strong organization, prioritization, and stakeholder management abilities.
- Comfortable using office equipment and Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint), Supplypro and JobSchedule.

### **Preferred Requirements**

- Secondary school is a definite asset.

### **What We Value**

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.

- Taking responsibility for the outcomes of decisions and actions.

**Work Conditions**

You primarily work in an office setting during regular business hours with travel to sites required. Overtime may occasionally 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:** December 12, 2025

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