



**Title:** Lead, Ancillary Operations

**Location:** 3203 93rd Street NW, Edmonton

At serviceQ, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Manager, serviceQ as the Lead, Ancillary Operations, you drive operational and process improvements, oversee ancillary services and construction to ensure quality, efficiency, and customer satisfaction. You manage vendors, inspect sites, coordinate across departments to sustain smooth, responsive service, and support leadership with reports, recommendations, and strong communication with internal and external stakeholders.

Your day-to-day responsibilities will include:

- Developing, maintaining, and improving internal processes and documentation to enhance operational effectiveness and quality assurance.
- Identifying ancillary offerings for management presentation, including package design, pricing, and promotions for the existing customer database.
- Leading process improvement initiatives, including mapping workflows, identifying inefficiencies, and implementing corrective and preventive actions.
- Overseeing ancillary construction projects, budget preparation, contract recommendations, and execution, while monitoring designs, schedules, and quality to ensure client satisfaction
- Fostering positive relationships with subcontractors and suppliers while ensuring goods and services meet contract terms and conditions.
- Preparing reports, summaries, and recommendations for management to support decision-making and accountability.
- Delivering excellent customer service to internal and external clients, including clear communication, managing expectations, resolving escalations, and supporting sales.
- Conducting regular site inspections to evaluate safety, compliance, and quality standards, addressing concerns promptly.
- Coordinating with cross-functional departments within serviceQ to ensure streamlined workflows and responsive service delivery.

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.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- A creative problem solver; you think outside the box for solutions without fear of failure.
- A leader; you attract, retain, develop or improve the skills of others through effective coaching and guidance.

### **Essential Requirements**

- High School Diploma, or equivalent required.
- 5 years of supervisory experience in the residential construction industry.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in using an assortment of tools to complete a sundry of construction tasks relating to the correction of deficient items.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects weighing up to 50 lbs.
- Proficient in all areas of Microsoft Office Programs (Outlook, Word, Excel, PowerPoint) and construction management software (NewStar, On-Location Warranty, BuilderGO, etc.)

## Preferred Requirements

- Diploma or Degree in relevant field is an asset.
- Relevant trade designation is an asset.

## What We Value

- Creating trusting and successful working relationships.
- Taking responsibility for the outcome of decisions and actions.
- Cooperating with team members in an open, supportive, and respectful manner.
- Setting clear, measurable and achievable goals.
- Staying current with technical job skills.

## Working Conditions

You primarily work on site during regular business hours in completed homes with potential for exposure to noise from equipment/machinery and occupational hazards, inclement weather and dust. A rotating on call schedule is required for a week at a time. Travel to regional offices and overtime may occasionally be required.

## About Us

Qualico is a fully integrated real estate development company with offices in Winnipeg, Calgary, Edmonton, Vancouver, Regina, Saskatoon, Austin and Dallas-Fort Worth, Texas. Since its inception in 1951, the company's activities span the entire real estate spectrum and include residential land acquisition and development, single-family and multi-family home divisions, commercial and industrial development, property management, concrete ready mix, building supply and manufacturing divisions. To learn more, click [here](#).

serviceQ is a new concept in post-occupancy service that helps protect your most important investment, your new home. serviceQ is dedicated to delivering on that commitment and are devoted to a distinctly exceptional service experience.

*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 reasons to come to work every day.

**Closing Date:** December 17, 2025

[Apply Here](#)