

Title: Service Technician

Location: Office location - #1, 2315 – 30th Avenue NE, Calgary and surrounding areas.

Job Overview

We are seeking a full-time **Service Technician** in Calgary. You are responsible for performing insulation, drywall, and texture repair work while maintaining high standards of quality, safety, and professionalism. You also track work progress, maintain site and vehicle cleanliness, and collaborate with internal teams, builders, and trades to ensure projects are completed efficiently and to company standards.

Your day-to-day responsibilities will include:

- Performing drywall, taping, texture repairs and/or scope of work, where applicable.
- Maintaining site cleanliness during the scope of work.
- Representing Empire Envelope when dealing with builders, homeowners, and trades, and upholding and protecting our high-quality standards and ensuring that all work performed meets or exceeds these standards.
- Liaising with all team members and divisions, as needed.
- Tracking hours and scope of work completed at every job and communicating that via service schedule for tracking and billing. Taking pictures, notes, description of work completed etc.
- Providing feedback to direct manager regarding work, trades, painting quality, trade damage, site conditions, builder issues, etc.
- Maintaining weekly vehicle inspections, general vehicle cleanliness, and vehicle maintenance.
- Ensuring hazard assessments are filled out and proper PPE is worn. Reporting any safety concerns to direct manager and / or safety department.

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

- Minimum 1 year of related experience in drywall, taping, and/or general construction.
- Physically able to kneel and crouch as well as lift, carry, push or pull objects.
- Comfortable using related tools and equipment.
- Attention to detail, good hand-eye coordination and situational awareness of physical work environment.
- Class 5 driver's licence, clean driver's abstract and access to reliable transportation.

Key Values

- Build trusting, productive working relationships.
- Take ownership of decisions and their outcomes.
- Collaborate openly, positively, and respectfully with others.
- Set and achieve clear, measurable goals.
- Commit to continuous learning and personal growth.
- Stay current and proficient in technical skills.

What We Offer

- Competitive compensation and benefits package.
- The opportunity to contribute to a growing organization with a strong reputation for excellence.
- A professional and collaborative work environment.

Working Conditions

You primarily work on site during regular business hours. Work has exposure to noise from equipment/machinery and occupational hazards as well as dealing with inclement weather and dust. Overtime may occasionally be required.

About Us

Empire Envelope, 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.

[Apply here](#)