



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

Title: Junior Service Coordinator

Location: 5651 70 St. NW, Edmonton

What We Offer

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

Job Overview

Reporting to the Service Manager, as the **Junior Service Coordinator**, you provide support to our warranty department, specializing in insulation, drywall, tape, and texture services. You ensure timely and professional resolution of warranty-related issues, maintaining strong communication between internal teams, subcontractors, and clients, and upholding our commitment to quality and customer satisfaction.

Your day-to-day responsibilities will include:

- Prioritizing, receiving and replying incoming service emails and create service work orders from emails and Supply Pro deficiency notes. (Inspections report)
- Tracking progress and ensuring timely resolution of all construction claims.
- Communicate clearly with builders, and internal teams regarding timelines and expectations.
- Acting as the primary point of contact for construction inquiries.
- Providing professional and empathetic support to clients, ensuring a positive service experience.
- Performing Service schedule auditing, ensuring proper date entries, notes and overall accuracy and reporting information to appropriate Manager.
- Coordinating SupplyPro Management, including daily auditing of SupplyPro to ensure prompt communication from our clients and reporting information to appropriate Manager.

As our ideal candidate, you are...

- Organized; you effectively manage your time while balancing multiple priorities.
- 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.
- Detail oriented; you focus on detailed accuracy when dealing with a high volume of work.
- A team player; you contribute as a team member and share equally in the exchange of ideas, concepts and process outcomes.

Essential Requirements

- High School Diploma, or equivalent.
- Minimum 3 years' experience in construction, warranty coordination, or service administration (preferably in insulation/drywall/tape/texture trades).
- Strong organizational and time management skills.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint) and SupplyPro.

What We Value

- Creating trusting and successful working relationships.
- Cooperating with team members in an open, positive and respectful manner.
- Setting clear, measurable and achievable goals.
- Taking responsibility for the outcomes of decisions and actions.
- Continuously pursuing learning and growth.

Working Conditions

You primarily work in an office setting during regular business hours. 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](#)

#empireenvelope