



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

Title: Service Manager

Location: 5651 70 St. NW, Edmonton and surrounding communities.

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

We have an exciting opportunity for a **Service Manager** to join Empire Envelope in Edmonton, AB. You are responsible to hire, train, manage and support the team while maximizing efficiency of daily workloads. You oversee scheduling, fleet operations, and site assessments, while you represent Empire Envelope professionally when working with builders, homeowners, and trades.

Your day-to-day responsibilities will include:

- Supporting the site supervisor and site assistant teams.
- Managing the calendar, unverified and verified reports on Service Schedule and maximizing the efficiency of service tech team's daily workloads.
- Completing pricing and closing service work orders.
- Liaising with the Service Coordinator to schedule homeowner appointments, service items and collecting VPO's from builders for completed chargeable work.
- Managing the service technician fleet.
- Completing site assessments for both pre and post service technicians' scope of work, and annual reviews.
- 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, proper PPE is worn and reporting any safety concerns to direct manager and / or safety department.
- Upholding, representing, and protecting the high-quality standards of Empire Envelope when interacting with builders, homeowners, trades and team members and ensuring that all work performed meets or exceeds these standards, representing

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

- High School Diploma.
- Minimum 5 years of progressive experience in drywall/construction industry.
- Management experience or equivalent.
Strong interpersonal, verbal, and written communication skills.
- Strong organizational habits with experience in personnel management.
- Valid driver's licence and a clean drivers abstract
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint).

Working Conditions

You primarily work in an office environment during regular business hours, with travel to site visits. Occasional overtime may 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.

Closing Date: March 31, 2026

[Apply Here](#)

#empireenvelope