

SERVICE & WARRANTY COORDINATOR

COMPANY: Wen-Di (Jayman BUILT)

LOCATION: Calgary, AB

TYPE: Contract

JOB DESCRIPTION

Builder of the year 23 times.
Picture a career with us.

Wen-Di Window Fashions, a division of Jayman BUILT, is currently seeking a **Service & Warranty Coordinator** for a contract to join our team.

As a **Service & Warranty Coordinator** you understand that customer service is everything. You are able to work in a fast-paced environment, have the ability to multitask, and have a strong administrative background. The Service & Warranty Coordinator is responsible for ensuring that customer service issues are resolved through warranty support or service calls. This includes liaising with installers, suppliers and workrooms to ensure timeline and are realized.

A DAY IN THE LIFE OF A SERVICE & WARRANTY COORDINATOR

- ▶ Schedule all measure and installation appointments for Wen-Di sales, based on provided timelines.
- ▶ Provide customer service over the phone and in person to support warranty and sales issues.
- ▶ Liaise with customers to Coordinate all Wen-Di warranty, retail service and repairs.
- ▶ Check all orders before they are submitted for accuracy.
- ▶ Receive and organize products within the warehouse.

200-3132 118 Avenue SE, Calgary, AB T2Z 3X1
PHONE 403.258.3772 FAX 403.253.3576

JAYMAN.COM



Performance lives here.

- ▶ Provide pre-selected blind packages for sales team members.
- ▶ Maintain parts and supplies for installation and service activity.
- ▶ Monitor Supply Pro notifications.
- ▶ Track HD warranty costs

WHAT YOU WILL BRING TO THE TABLE

- ▶ Experience with Hunter Douglas products or equivalent product lines.
- ▶ 1-3 years of experience in customer service role would be considered a strong asset.
- ▶ Working knowledge of Microsoft Office programs, and CRM
- ▶ Ability to lift and move warehouse product.
- ▶ Sense of urgency: being proactive, demonstrating energy, reacting to opportunities and meeting deadlines.
- ▶ Strong organizational skills with a dedication to committing to deadlines.
- ▶ Quality-Focused: committed to excellence, attentive to detail, owning and acting on quality issues.
- ▶ Dependability: meeting commitments, remaining focused under pressure and accepting accountability.
- ▶ Excellent verbal and written communication skills.

AS A 2023 BEST MANAGED COMPANY, WE WILL PROVIDE YOU WITH

- ▶ Salary Range from \$53,000.00 - \$62,000.00
- ▶ Competitive compensation program
- ▶ On-site gym
- ▶ Reward and recognition programs

Do you see the potential? Are you ready to be part of the lifestyle? Join the award winning Jayman BUILT team and contribute to our exceptional track record, with over 30 thousand homes built in the last 44 years. Please send your resume and cover letter to careers@jayman.com

200-3132 118 Avenue SE, Calgary, AB T2Z 3X1
PHONE 403.258.3772 FAX 403.253.3576

JAYMAN.COM



We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.

200-3132 118 Avenue SE, Calgary, AB T2Z 3X1
PHONE 403.258.3772 FAX 403.253.3576

JAYMAN.COM



Performance lives here.