

Technical Services Coordinator

TELSCO has been proudly providing Security Solutions for Edmonton and Area since 1970. As Edmonton's only local, full service security provider, it is our goal to provide our customers with a level of quality and service that is unparalleled in the industry. TELSICO was built on a commitment to quality, and nearly 50 years later, this commitment remains at the core of all we do.

We are currently looking for an exceptional, customer focused individual to join our Tech Services Team.

SUMMARY OF POSITION

As a technical services coordinator, your primary responsibility will be responding to incoming service requests from fellow team member and clients. The technical services coordinator will work with the technical service team to support a successful resolution to all requests by booking site visits, providing remote support, or coordinating further investigation. In addition to fielding incoming calls, the technical services coordinator will provide a positive customer experience by ensuring accuracy in appointment scheduling, invoicing, follow up, and database maintenance.

The customer experience is always top of mind, and the successful candidate will be passionate about providing exceptional customer service in line with TELSICO's Values:

We have Integrity

We are a Team

We are committed to Quality

We create Great Experiences

We embrace Change

We support the Communities we serve

We are Safe

QUALIFICATIONS

Experience:

- Experience scheduling a field team in an asset.
- Developed customer service / conflict resolution skills.
- Computer literate / ability to type 40+ WPM.

Skills:

- Adaptability
- Collaboration
- Customer-Focus

- Dedication
- Integrity
- Quality-Focus
- Tact
- Team-Focus
- Versatility
- Strong desire to learn
- Reliability

Other:

- Shift is Monday to Friday 8 am to 430 pm
- Wage is \$18-\$23 per hour depending on experience

Telsco Security Services offers an excellent compensation and benefits program. Remuneration includes Medical and Dental coverage, RRSP with company match and long term and short term disability.

If you are interested in this opportunity, please apply with resume to kurt@telsco.com.

While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted.

No phone calls or agencies please.