



Assistant Operations Coordinator – Job Description

Reports To

Operations Coordinator

Summary

The Assistant Operations Coordinator will be responsible for assisting with coordinating, developing, supporting, and scheduling a team of Service Technicians for service and installation of fire and security systems and equipment. The Assistant Operations Coordinator shall further be responsible for contributing to client satisfaction and retention, as well as maintaining inventory. Other duties include creating and maintaining service records, acting as an Installation/Service contact for the organization and other general office duties as required.

Core Competencies

- Time Management
- Sound Decision Making and Judgement
- Planning and Organization
- Communication
- Customer Focus
- Accountability
- Analytical Thinking
- Leadership
- Team Work
- Adaptability and Flexibility



Job Duties

- Acquire information to determine and schedule customer service needs.
- Conduct customer follow up to ensure work was completed correctly and on time.
- Handle any service complaints in a timely manner.
- Oversee and direct the activities of the Service Technicians, in coordination with the Operations Coordinator.
- Monitor the work quality of the Service Technicians and identify areas of required training.
- Ensure efficient management of Service Technicians.
- Assure all support is provided when needed.
- Communicate solutions, successes and opportunities for service channels to supervisor.
- Assist with the planning and implementation of service-related programs and enhancements.
- Assist with administrative processes.
- Ensure compliance with company policy, procedures, and applicable regulations.
- Update and maintain information in Bulldog Fire & Security record systems and department databases on services being implemented or provided, its progress, and any other related information.
- Keep current with ongoing changes in new technology and adapt accordingly.
- Perform other duties relevant to the position as required.

Requirements

- Secondary School Diploma.
- Experience in a related field is desirable.
- Attention to detail in all areas of work.
- Effective teamwork and communication skills.
- Able to effectively communicate both verbally and in writing.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Strong work ethic and positive team attitude.
- Ability to adapt and learn fast.



1 888 789 FIRE (3473) • 905 688 0733 (Fax) • www.fire-monitoring.com

1 866 670 1590 (Phone) • 519 568 8933 (Fax) • www.bulldogfireandsecurity.com

Work Conditions

- Irregular hours.
- Overtime may be required.
- Indoor and outdoor conditions.
- Manual dexterity required.
- Interacts with public at large

Bulldog Fire and Security is an equal opportunity employer which values diversity in the workplace. If requested, we can provide accommodation for a disability in our recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.

To apply, send a resume and cover letter to info@bulldogsecurity.ca.