

*Are you looking for an exciting opportunity to take your skills to the next level?  
Join our team at our new location in Grande Prairie, AB!*

Prairie Mobile Communications is a leading Wireless Communications sales and service company. We started from humble beginnings in 1968 in a local garage, to what is now one of Kenwood Canada's largest Land Mobile Radio Dealers and one of SaskTel's largest Authorized Dealers with 22 locations across the Prairies. We offer SaskTel Cellular & Data, Internet and Max TV services in Saskatchewan, along with two-way radio sales and service throughout Alberta, Saskatchewan, Manitoba and Northwest Ontario. We are proud to partner with SaskTel, Kenwood, Motorola, Icom, L3Harris, PBE and many other great companies!

#### **The Role:**

Prairie Mobile Communications is growing and looking to build a team of exceptional talent who share our core values and will place an emphasis on enhanced customer experience. We are looking for a driven **Service Coordinator** for our Two-Way Radio Division at our location in **Grande Prairie, AB**.

Reporting to the branch General Manager, the Service Coordinator is responsible for providing excellent customer service and product information to radio customers either in person, online or via telephone. This position will support the branch, sales, and service departments in various duties. The Service Coordinator interacts with all levels of staff and the general public.

#### **Job Duties:**

- Serve as the first point of contact to customers and respond to inquiries regarding our product and service offerings.
- Assist with sales of radio accessories.
- Assist customers by trouble shooting radio problems in collaboration with Service Technicians.
- Perform maintenance, installations, and minor repair for radio equipment as needed.
- Prepare work orders and schedule appointments for installations and garage work in collaboration with the Service Team.
- Verify customer accounts, process orders and payments using the Point-of-Sale terminal.
- Administer and maintain all internal billing for the Service team.
- Maintain a professional, neat, and tidy front service area.
- Perform other duties as required.

#### **Qualifications:**

- High School Diploma or equivalent.
- Three (3) years customer service experience in a similar front desk role.
- Two (2) years cellular and/or 2-way radio industry experience.

- Familiarity with a variety of communications equipment.
- Strong oral and written communication skills.
- Superior time management and organization skills.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and Internet.
- Knowledge of an ERP system is an asset.
- Results oriented, adaptable, an analytical thinker, and possess a high and positive can-do attitude!

**We Offer:**

- Competitive compensation.
- Comprehensive benefits including extended health, dental, vision and more.
- RRSP matching and Educational Assistance Program.
- Continued support to succeed in your role.
- Respectful and fun workplace environment driven by our company culture values.



**Find your fit and help us connect people to what's important to them.**

To apply, please submit your resume online at [prairiemobile.com/careers](http://prairiemobile.com/careers) or send an e-mail to [careers@prairiemobile.com](mailto:careers@prairiemobile.com). Please include the position and location you are applying for in the subject line.

*Prairie Mobile Communications is an equal opportunity employer.  
We thank all applicants for their interest. Only those selected for interviews will be contacted.*