

Job Title: Bilingual - Installation Coordinator (French English)
Department: Installation and Service

Scope of the Position

Source and negotiate costs for subtrade services. Coordinates service, site checks, concrete bases and installation of signage through use of sub-trades across Canada and the U.S..

Key Objectives and Accountabilities

- Negotiates cost effective pricing on installations, bases and electrical hook-ups.
- Provides accurate technical advice and guidance to bring resolve to field issues.
- Coordinate all essential tasks necessary to ensure timely delivery of signs.
- Review accuracy of information on all site checks prior to internal release. Ascertain information is provided “right the first time” to ensure ease of installation.
- Provide technical support to all departments.

Essential Functions

- Assess site plan, elevation drawings and site check reports for potential signage issues and determine resolutions.
- Work closely with and supports the Program management teams to arrange and complete installations, and with the maintenance of data in accordance with customer requirements.
- Negotiates pricing on installations, bases and electrical hook-ups.
- Coordinates and follows up with installation and service with sub-trades. Ensures permits are issued before installation where necessary.
- Handles all sub-trade problems and inquiries.
- Prepares installation packages for sub-trades consisting of installation instructions, purchase order, work orders and sign details.
- Coordinates concrete base installations ensuring bases are properly located using locate packages, permit requirements and utilizing sub-contractor supplied public and private locates. Obtain client/customer approval prior to mobilizing sub-contract to perform scope of work.
- Monitor progress and timeliness of installations both locally and with our Pride Partner network.
- Actively source and develop new contractor partners on a consistent basis in all areas serviced by Pride Signs. Drive improvement with cost reductions in travel and installation time while maintaining the high level of service expectation.
- Matches purchase orders with invoices ensuring installation and service charges are complete and correct.
- Follows up and ensures electronic photos are placed in the client files timely.
- Participate in supporting the flow of specific customer service requirements.
- Adhere to all company policies, procedures, and safety standards.
- Update ERP system with notes and dates to provide visibility to other stakeholders.

- Always ensures a clean and safe work environment. Cooperates with the Joint Health and Safety Committee and adheres to all plant safety rules and policies. Wears all required personal protective equipment when on plant floor.
- Other duties as required.

Skills, Knowledge, Education & Experience

- Required proficiency in both official languages English and French, written and spoken.
- Post-secondary education preferred in Construction Management
- Minimum of 3 to 5 years of relevant work experience, preferably in the sign industry.
- Team player with multi-tasking abilities and strong organization skills.
- Excellent customers focus a must.
- Computer literacy and proficiency with MS Office and familiar with ERP systems
- Demonstrated Project Management Skills
- Technical aptitude in Construction

Supervisory & Management Responsibility

- Not applicable

EMPLOYEE ACKNOWLEDGEMENT

I have read and reviewed this job description with my manager. He/she has explained the responsibilities and performance expectations for my job and has answered my questions. I have received a personal copy of this job description and agree to carry out these responsibilities and work to these standards.

Employee's Signature

Date

Manager's Signature

Date