

## Service Coordinator Saskatoon, SK

We are looking for an experienced Service Coordinator to manage new and ongoing inspection projects. The Service Coordinator works closely with customers and team members to ensure that all inspection jobs and projects are completed on time, within budget, and within scope. Under the guidance of the Director of Inspection, the Service Coordinator schedules Inspectors, manages inspection resources, and establishes and executes effective project communication plans with team members and customers.

### Key Responsibilities:

- Develop project plan and manage scope, timeline, and budget for inspection work
- Coordinate internal and external resources, equipment, and information
- Schedule and document stakeholder meetings and communications
- Communicate project progress, changes, and issues with relevant stakeholders
- Ensure project team members understand their responsibilities for budget, scope, milestones, and deliverables
- Provide regular project status reports and maintain project documentation
- Log project schedule and budget in project management system and update as necessary
- Serve as a point of communication between clients and internal and external resources
- Close out projects ensuring deliverables are completed, invoiced, and closeout procedures are followed
- Capture and communicate lessons learned to ensure success of future projects
- Build and sustain relationships with clients and outsider resources, including third-party vendors
- Prepare and submit inspection project quotes for management approval
- Ensure PPE and inspection consumables levels are maintained
- Ensure inspection fleet vehicles are maintained as per schedule
- Participate in company and customer safety programs

### Required Qualifications:

#### Education

- Diploma or degree in related industry such as project management

#### Experience

- Minimum 2 years of experience in a related role

#### Knowledge/Skills/Abilities

- Knowledge of project management concepts, terminology, and techniques
- Knowledge of Saskatchewan industrial, construction, and resource sectors
- Knowledge of cranes and lifting equipment
- Computer skills with proficiency in Microsoft Office
- Strong written and verbal communication skills

### Competencies:

- Interpersonal Skills: Effectively communicating, building rapport, and relating well to all kinds of people
- Project Management: Identifying and overseeing all resources, tasks, systems, and people to obtain results
- Self-Starting: Demonstrating initiative and willingness to begin working
- Planning and Organizing: Establishing courses of action to ensure that work is completed effectively
- Customer Focus: Anticipating, meeting, and/or exceeding customer needs, wants, and expectations
- Problem Solving: Defining, analyzing, and diagnosing key components of a problem to formulate a solution
- Teamwork: Cooperating with others to meet objectives

**About Us:**

Kova Engineering Saskatchewan is a diverse and unique engineering and consulting company with over 25 years in the crane and lift equipment industry. We improve customer safety by providing outstanding engineering and inspection services. The key to our success is our employees who are hardworking, professional, and value the safety of their co-workers and our customers. For more information about us, please visit [www.kova.ca](http://www.kova.ca).

**Our values:**

- Safety: we are committed to a diverse and inclusive culture to ensure the safety of our employees and customers
- Integrity: we are uncompromising in our honesty and integrity in everything we do
- Collaboration: we meet and exceed customer expectations through teamwork and collaboration
- Excellence: we achieve excellence by continuously improving all aspects of our business

**We offer:**

- A competitive wage
- Health and dental benefits
- Life, critical illness, and disability insurance
- Group retirement plan
- Employee assistance program