



**POSITION PROFILE**

<b>Client Organization:</b>	<b>RYCOM Corporation</b>
<b>Position Title:</b>	<b>Estimator &amp; Project/Service Coordinator</b>
<b>Reports To:</b>	<b>Operations Manager, Western Region</b>
<b>Location:</b>	<b>Calgary, Alberta</b>

**THE ORGANIZATION**

**RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties and portfolios for over 20 years.** The RYCOM team develops, delivers and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, RYCOM simplifies technology for clients so they can focus on their core business while achieving operational, environmental and measurable results.

**THE OPPORTUNITY**

**Estimator & Service Coordinator**

We are looking for a dynamic individual who is well-versed in low voltage cabling and who wants to join a growing team in delivering exceptional customer service. This is an opportunity to be part of a group of “do what you say” creative thinkers. You will be part of the “front-facing” team to help our clients and support our Western Field Services team. Some general qualifications that we are looking for – but more is great!

**KEY RESPONSIBILITIES**

In this role you will:

- Prepare work to be estimated by gathering proposals, blueprints, specifications, and related documents
- Identifies labor, material, and time requirements by studying proposals, blueprints, specifications, and related documents
- Uses RYCOM’s estimation tool to compute costs by analyzing labor, material, expenses and time requirements
- Uses RYCOM’s ERP/CRM software (PROMYS) to create and keep up to date opportunities and quotes
- Manage all service requests for the Western Region

- Update and manage the daily work schedule for all Western Region technicians. Send out assignment schedule daily with all the necessary information and documentation required for the next day
- Call site contacts to coordinate installation arrival times, arrange necessary security and building access
- Organize the distribution of daily projects/work assignments to ensure optimal people resourcing to meet project timelines
- Enter all service and small projects into ERP/CRM software. Once the project is completed package deliverables and invoice
- Manage material shipment deliveries and warehouse management

#### KEY REQUIREMENTS

- Effective oral and written communication, interpersonal, leadership, customer service, analytical, problem-solving, and organizational skills
- Self-starter with the ability to work both independently and within a team environment (strong documentation skills are a must)
- Proven pro-active work style and ability to maintain accuracy and attention to detail
- Ability to prioritize and work effectively under pressure to meet deadlines while dealing with multiple requests
- Ability to work with other departments to ensure smooth delivery of customer deliverables
- Proven ability to develop and maintain excellent relationships with staff and clients
- Minimum 3 - 5 years of experience
- Excellent communication and customer interaction skills
- Provide ongoing, high quality customer support and team support
- A thorough understanding of current CSA, EIA/TIA, and BICSI Standards and Best Practices.
- RCDD is desirable but not required.
- Proficient in Microsoft Office (Word, Excel) as well as experience with Blue Beam Review, Microsoft Visio & AutoCAD would be beneficial Minimum 3 - 5 years of experience
- Superior customer service while working with internal staff and customers
- A valid driver's license (clean abstract)
- Excellent communication and customer interaction skills
- Experience and comfort interfacing with the customer / end user required

[www.rycom.com](http://www.rycom.com) t. 877.927.9266

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**Interested in applying?**

Please submit your **resume** and **cover letter** by email to [icanmakeadifference@rycom.com](mailto:icanmakeadifference@rycom.com) by July 24, 2019.