

POSITION PROFILE

Client Organization:	RYCOM Corporation
Position Title:	Customer Service/Project Coordinator
Reports to:	Manager, Customer Care
Location:	Vaughan, ON

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.

Reasons to Join RYCOM

- A team driven by passion and a culture where people make a difference because we believe that every voice counts
- An entrepreneurial environment
- Opportunity to learn different parts of the business
- Health and Wellness Program including nutritional counselling, yoga, and onsite gym (Vaughan)
- Team fundraisers and events
- Comprehensive benefits program
- RRSP matching
- Employee training and development
- Compensation based on experience
- 3 weeks of paid vacation to start

OPPORTUNITY

RYCOM CORPORATION is seeking a Customer Service/Project Coordinator to be responsible for coordinating a variety of Telecom related projects and activities for customer related installations and requests.

RESPONSIBILITIES

- Tracking progress of client projects
- Acting as a liaison between contractors and customers
- Working internally with the RYCOM Professional Services group to coordinate, prioritize, and schedule client projects
- Ensure timely and accurate response to customer requests

- Responsible for providing current and accurate updates on all projects by leveraging the RYCOM systems and leveraging company procedures for maintaining records
- Preparation and tracking of quotations and billing preparation
- Liaise with internal Contract Management division for projects related to Telecom License Agreements
- Ensure customers has a great service experience through engagement and provide appropriate follow up
- Triage all incoming issues and perform first level support to resolve or assign as required
- Participate in clients calls as the RYCOM representative for Telecommunications and coordination
- Communicate with internal Customer Care team
- Manage client issues/projects to ensure appropriate prioritization of support activities from project commencement to completion
- Provide day to day operations support for RYCOM clients

REQUIREMENTS:

- Minimum one year experience in any of the following areas: project coordination/management, project planning and team leadership or call centre
- Experience in telecommunication and/or cabling
- Ability to work independently, but towards team goals
- Ability to prioritize, multitask and work effectively under pressure to meet deadlines
- Well-developed interpersonal skills
- Build strong client relationships based on trust and respect
- Provide exceptional customer service experience through strong written and verbal skills
- Team player
- Strong telecommunications and low voltage background
- Experience with Microsoft office applications
- Other duties as required

Vaccination Policy

The health and safety of our employees is a RYCOM priority. Since we are a client serving business, candidates will be required to be fully vaccinated. Medical exemptions may be accommodated upon request.

COVID-19 precaution(s):

- Personal protective equipment provided or required
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, and cleaning procedures in place

RYCOM welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

www.rycom.com t. 877.927.9266

TOR | CGY | VAN | EDM | MTL

Unit 8 – 6201 Highway 7, Vaughan, ON L4H 0K7

RYCOM

APPLY NOW

Send Resume to



ICanMakeADifference@rycom.com
