

## Service Coordinator/Office Administration

Harbour Door Services has been serving Victoria and the surrounding area as a family-run business since 1986, providing sales and service of overhead doors, electric door operators and residential and commercial gate systems. Our small staff of dynamic employees works together within a team-oriented environment to exceed the expectations of our customers.

Our track record of success attracted the attention of Dakwakada Capital Investments LP (DCI), which purchased Harbour Door Services in 2022, further strengthening its presence in the overhead door sector, which includes several overhead door companies in Kelowna, BC and Whitehorse, Yukon. DCI is a privately First Nations-owned investment firm in Whitehorse, Yukon that holds and manages most investment and business assets of the Champagne and Aishihik First Nations (CAFN).

This is a permanent full-time position, Monday to Friday, 8:00am to 5:00pm. There may be flexibility in shift time for the right candidate. Starting wage between \$25 - \$30/hour, dependent on experience, with access to a benefit package after a successful 3-month trial period.

### Key Responsibilities:

- Answering phones, taking messages, distributing calls, scheduling appointments with customers (service, estimates, installations) over the phone and in person.
- Assist customers with troubleshooting minor technical issues over the phone and in person.
- Provide pricing and estimates on parts and service to our customers over the phone and in our showroom.
- Input and maintenance of data in various databases.
- Assist with product ordering and receiving processes.
- Assist senior staff with day-to-day tasks as needed.
- General office administration support.

### Requirements:

- HS Diploma or GED.
- Previous experience in an office administration or customer service-related role.
- Strong computer skills, experience with Microsoft Office (Excel, Word, Outlook).
- Quickbooks experience is an asset.
- Self-motivated team player capable of managing multiple priorities in a fast paced/high volume environment.
- Ability to take initiative and prioritize work.
- Great communication and organizational skills, strong attention to detail.
- Valid Class 5 Drivers License.
- Willingness to learn the necessary product knowledge required for the position.
- Ability to always represent Harbour Door in a positive manner, maintaining a professional tone and approach to both verbal and written communications.

As a 100% First Nation-owned business, we strongly encourage submissions from qualified First Nation Citizens.

While we thank and appreciate all applicants, only those selected for an interview will be contacted.

*No phone calls or agencies, please.*