519-237-4328
hiring@jaydensmechanical.com

# We're Hiring!

Job Title: Field Service Coordinator
Location: Goderich, ON
Employment Type: Permanent Full-Time
Salary Range: $50,000- $65,000 annually

Job Description:

As a Field Service Coordinator at Jayden's Mechanical is a privately owned and operated company committed to quality work and outstanding customer service. We are hiring a Field Service Dispatcher to keep service calls organized, technicians informed, and customers updated throughout the day. This role is a full-time permanent position and will be great for anyone who wants to make the most of their abilities and grow within a rapidly expanding company committed to hard work.

Responsibilities Include (but are not limited to):

As a key connection between our customers, field technicians, and office team, you will coordinate daily service scheduling and help move work orders from the initial call through completion. This office-based role suits someone who stays organized, communicates clearly, and responds calmly when priorities change.

- Answer incoming service calls and emails, gather accurate customer and job details, and create clear work orders.
- Schedule and dispatch technicians based on job priority, location, availability, and the skills required.
- Monitor the daily schedule and job progress; adjust bookings as urgent calls, delays, and customer needs arise.
- Keep customers informed about appointments, arrival windows, schedule changes, and required follow-up.
- Provide technicians with job details, site access information, customer concerns, and relevant service history.
- Coordinate return visits and scheduled maintenance, and confirm parts or materials are available with the appropriate team members.
- Keep customer records and work orders current; follow up on missing job notes, labour details, and material information to support timely invoicing.
- Work with the service team to resolve scheduling issues and customer concerns, escalating technical questions, pricing approvals, and service issues as needed.
- Support related service administration and follow established procedures for urgent calls and safety concerns

Qualifications Include:
The ideal candidate would,

- Strong organization, attention to detail, and the ability to manage competing priorities in a busy environment.
- Clear phone and written communication, a customer-focused approach, and sound problem-solving skills.
- Comfort using Microsoft Office, entering accurate information, and learning scheduling and service software.

- **A dependable team player who takes ownership of follow-up and works well independently.**
- **Dispatching, scheduling, or customer service experience is an asset. Experience in the skilled trades, field service software, or QuickBooks is also an asset.**

**Hours and compensation:**

**Monday through Thursday, 7:00 a.m. to 5:00 p.m Fridays 7:00 a.m. to 4:30 p.m.** Highly competitive wages based on experience and qualifications as we are looking for career minded individuals who will grow with our company.

This posting is for a newly created vacancy. We do not use artificial intelligence tools to screen, evaluate, or select candidates for this role.Please take note only those candidates selected for our pre-screen process will be contacted. Candidates selected for an interview will receive communication regarding the status of their hiring decision within 45 calendar days following their final interview.

Jayden's Mechanical is committed to diversity, inclusion, and barrier-free employment in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code. If you require accommodation at any stage of the application or recruitment process, please notify us at hr@jaydensmechanical.com and we will work with you to meet your accessibility needs.

**PLEASE SUBMIT APPLICATIONS TO HIRING@JAYDENSMECHANICAL.COM**