

JOB TITLE: Project Coordinator



Class 1 is Canada's leading professional service provider for **Medical Gas Equipment**. Our team of dedicated Project Management professionals lead the Canadian medical gas industry in customer care, technical knowledge, and order fulfillment. Our vision is service excellence – every time!

With this in mind, we are currently looking for an uber-organized and motivated **Project Coordinator** to ensure that we remain "**First in Mind - First in Choice**" in our segment.

YOUR MISSION

Our team members are entrepreneurial in mindset, passionate about Class 1 Inc., and committed to our growth. The Project Coordinator manages, tracks, and reports tasks supporting the on-time and successful delivery of customer orders for medical gas systems, architectural products, accessories, and general equipment as required. This role will ultimately maintain and promote our vision of **First in Mind First in Choice®** among Class 1 customers. You will communicate with customers and coordinate with all Class 1 Inc. departments from Engineering, Manufacturing, Supply Chain, and Shipping to ensure project objectives are met. Our core values of Interaction, Commitment, and Innovation should be reflected in all your interactions with customers and colleagues. You are focused on developing competencies related to the medical gas industry.

YOUR MAIN RESPONSIBILITIES

- 1. Project Coordination of Secondary & Mechanical Sales**
 - Assist customers with product inquiries
 - Take customer orders
 - Trouble shoot and recommend products based on system requirement(s)
 - Enter customer orders in ERP system (SAP) and follow up with purchasing if needed
 - Schedule production and coordinate customer deliveries

- Work with engineering on any custom requirements
 - Create secondary BOMs to retain for future repeat orders
 - Attend sales and production meetings as required
 - Update the production schedule
- 2. Project Coordination of In-House Release (including Architectural releases) for System Builds Resulting from Accepted Tenders**
- Enter orders into company ERP system (SAP)
 - Request shop drawings from engineering for customer approval (if required)
 - Field customer inquiries regarding shop drawing questions and approval
 - Follow up with customer for approval, ship dates, and release of job
 - Prepare customer/project file on server and maintain records
 - Create build, project binder for production
 - Release project based on required date to production team and purchasing to order
 - Create and maintain project reconciliation file
 - Prepare shipping paperwork
 - Prepare order for invoicing
 - Update booked orders in WIP folder when shipped
 - Update project reconciliation with actual project close cost
 - Coordinate with site delivery, deficiencies and tracking of delivery (with help of account manager)
- 3. Audit Performance of Orders**
- Update QMS with actual ship dates for on time delivery targets
 - Send out customer satisfaction surveys
 - Collect customer feedback and forward to regulatory for input into QMs system
 - Authorize returns of products not required upon project close and apply restocking fee if required

WHAT DO WE EXPECT FROM YOU?

The Project Coordinator will be a self-directed, team player with a positive attitude. You will be organized, courteous, precise, and professional with a **'customer-first'** mindset in your interactions with customers, team members, and industry peers. A strong ability to adapt and work under pressure is essential. It is essential for the Project Coordinator to be able to properly manage customer expectations within the realm of business capabilities yet strive to find better ways of providing quality and on-time delivery to our customers.

QUALIFICATIONS

- Post-Secondary Diploma in related field (Project Management, Marketing, Business Development, for example)
- 3-5 years of experience in similar capacity
- Valid Driver's License and clean driver's abstract may be required
- Vulnerable Sector Police Record Check may be required

KNOWLEDGE

- Proficient in ERP Software (SAP preferred)
- Proficient in MS Office Suite (including Excel)
- Bilingual in English & French (speaking and writing) considered an asset
- Experience in manufacturing considered an asset

SKILLS & ABILITIES

- Excellent organizational, interpersonal, and problem-solving skills
- Ability to manage multiple projects simultaneously
- Superior oral and written communication skills
- Excellent analytical and problem-solving methodology to be able to identify solutions to customer problems
- Attention to detail and strong reading comprehension skills
- Able to collaborate across functions and all levels of organization
- Familiarity with 3D drawing software an asset
- Able to read and understand construction project specifications and blueprints an asset

TRAVEL

- Based in Cambridge, Ontario, Canada
- Occasional domestic travel to customer job sites or consultant offices with Account Manager

WHAT CAN YOU EXPECT FROM US?

- On the Job training in the delivery of high-quality customer service to all Class 1 Inc. customers
- Competitive wage
- Extended health care plan, dental care, life and disability insurance
- Company matching RRSP plan
- Physical wellness subsidy
- Paid time off (3 weeks' vacation to start, paid sick days, paid flex days)

- Emergency travel insurance
- Employee assistance program
- Continuous learning opportunities

The position is based at our headquarters at 565 Boxwood Dr. Cambridge, Ontario, Canada N3E 1A5.

Diverse by nature and inclusive by choice

Bright ideas come from all of us. The more unique perspectives we embrace, the more innovative we are. Together we build a culture where difference is valued and we share a deep sense of purpose and belonging.

We are committed to equity, inclusivity, and integration in our recruitment and business practices. Accommodation is available to all applicants upon request throughout our recruitment process. Please contact Human Resources at hr@class1inc.com if you require accommodation. We will work with all applicants to accommodate their accessibility needs.

If you think you are the right person for this challenging position which opens to further potential career developments, please submit your application via email to hr@class1inc.com