



FULL TIME OPERATIONS ADMINISTRATOR

Branch 01

EDMONTON HOUSEHOLD GOODS BRANCH

This is a permanent full time hourly position where extended hours and weekends will be required. You will be reporting to the Branch Manager.

General Description:

- Plan and schedule equipment and crews with Dispatch and the Branch Manager to achieve maximum customer service standards and cost efficiency. Liaison with the Sales Dept to ensure customer service requirements are met
- Assist in the hiring of Operational Personnel in accordance with company policy
- Data entry of applicable move information into Matco Moves/Van Line systems associated with the completion of paperwork
- Reviewing and authorizing submitted time sheets for data entry into the system. Addressing irregularities with personnel for compliance
- Coordinate training of new and existing employees to comply with company & regulatory standards
- Report and work with HR on injury claims and modified work assignments
- Maintain equipment standards as well as associated administrative dispatch duties
- Participate as an employer representative on the Branch Safety Committee
- Ensure that equipment, uniform, and company policy standards are being maintained by all operational personnel
- Ensure maintenance and repairs of equipment as required and in accordance with policy
- Compile applicable personnel information including requested days off, hours of service and reporting of disciplinary issues to the Branch Manager
- Answering the phones in dispatch – taking care of driver, customer needs/concerns
- Other duties as assigned

Physical Requirements:

- Must be able to sit for extended lengths of time & have use of hands for data entry
- Frequent up and down motion from chair to dispatch board & climbing stairs periodically
- Must be able to work in a fast paced environment
- Good command of the English language both verbal and written
- Telephone skills are required
- Must be able to work overtime when required

Work Experience & Education Requirements:

- Post Secondary School or equivalent experience
- HHG's experience an asset
- Basic computer skills and knowledge of excel and data base applications and email
- Completion of UVL policy and documentation course advised
- Customer service attributes and interpersonal skills
- Ability to meet deadlines and work under pressure
- Must be able to work unsupervised and with a team
- Participation in Health and Safety initiatives
- Minimum of a valid - Class 5 license with clean drivers abstract
- Must be bondable

Please submit your cover letter and resume to rhonda.beringer@matco.ca or via fax at (780) 489-8017. Closing date - until a suitable candidate is found.