



BoloNet

Operations Coordinator (Service & Maintenance)

Job Summary

Our Client, a leader in independent elevator service provider is located in Toronto. They specialize in **maintenance, modernization, and repair**. They are committed to delivering high-quality service, efficiency, and customer satisfaction. They are looking for a dedicated **Operations Coordinator** to support their **Service & Maintenance departments** by managing scheduling, client communications, and operational coordination.

Work Location & Schedule:

- This is a Permanent, Full-Time opportunity
- This role is an On-site position at their Toronto office – remote work is NOT available.
- Monday to Friday, 9:00 AM – 5:00 PM (some flexibility may be required).

Position Overview:

As an **Operations Coordinator**, you will play a vital role in ensuring the efficient scheduling and coordination of **major repairs, shutdowns, and maintenance requests** within our **Service & Maintenance divisions**. You will work closely with **technicians, supervisors, and clients**, managing work orders through **Praxedo**. (The service management platform)

This role requires **at least 2 years of experience in the elevator industry**, with a strong understanding of **service scheduling, client coordination, and maintenance operations**.

Key Responsibilities:

1. Scheduling & Coordination

- Schedule major repairs, upgrades, and shutdowns for the Service Department.
- Work with the Service Supervisor & Maintenance Supervisor to ensure field personnel are assigned effectively.
- Maintain an updated shutdown list for all planned maintenance and repairs.
- Ensure all necessary permits, approvals, and documentation are secured before scheduling work.

2. Client Communication & Support

- Act as the primary point of contact for clients regarding service requests, maintenance updates, and scheduling inquiries.
- Send shutdown notices to clients and coordinate necessary building approvals.
- Provide timely updates on repair statuses and maintenance schedules to customers.

3. Work Order & Software Management

- Utilize our dispatch software to manage and track service work orders, scheduling, and technician assignments.
- Ensure all service requests and maintenance tasks are entered and updated in Praxedo.
- Generate reports and analytics on service performance, response times, and completed work.

4. Documentation & Reporting

- Maintain a centralized log of maintenance requests, major repairs, and service schedules.
- Generate weekly/monthly reports on outstanding maintenance requests and service backlogs.
- Track technician availability, work order completion, and service KPIs.

5. Cross-Departmental Collaboration

- Work closely with the Office Manager to ensure invoicing and billing align with completed repairs.
- Communicate with the Accounting team regarding chargeable service calls and maintenance costs.
- Support procurement and ordering, relaying technician requests for materials and supplies.

What is being offered:

Compensation & Benefits:

- Comprehensive benefits package (health, dental, vision, life insurance, etc.).
- Paid vacation: Minimum 3 weeks per year.
- RRSP contribution matching
- Company-provided phone and work equipment.
- Opportunities for professional development and career growth.
- Company Events
- Free, On-site parking

Additional Information

This job description does not constitute a written or implied contract of employment.

BoloNet Inc and our Client for this position are equal opportunity employers and value diversity in its workforce, encouraging applications from all qualified individuals.

BoloNet Inc and our Client for this position are committed to providing an inclusive and accessible candidate experience. We will work with you on an individual basis to meet any reasonable accommodation needs. Please let us know if you require any accommodation to participate in the recruitment and selection process.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

Please note: Reference Checks, and/or Criminal Background Checks may be administered on suitably qualified candidates.