

## Administrative Coordinator

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Looking to start your career with an exciting, growing company?

Real Time Networks Inc. is a Vancouver, B.C. Canada based company experiencing rapid growth and continued success in the marketplace. We build solutions that provide security, safety and real-time tracking for keys, assets, and people. Our products lead the Security industry and include KeyTracer key control systems, AssetTracer electronic smart lockers, and Workplace Safety location solutions.

### **Position and Scope:**

Reporting to the Vice President of Delivery, the **Administrative Coordinator** will be an integral part of company operations by providing all necessary administrative support to our Client Services, Logistics and Delivery departments. The Administrative Coordinator will be a vital part of the team to help provide exceptional customer service to all clients. Our ideal candidate will be an experienced administrative professional who is extremely detail oriented, organized and be able to multitask in a high paced environment.

### **Responsibilities:**

- Provide administrative support to the Vice President of Delivery and Director of Client Support. Work closely with Logistics, Operations and Client Services departments to ensure our customers receive seamless service.
- Responsible for all departmental administrative support such as assigning On-Call schedule, travel coordination, and assist with order processing and invoicing.
- Create and update reports and documents such as Statement of Work's, product SOP's, flow charts and KPI Metrics.
- Manage the Customer Support platform by receiving customer requests for technical support through phone/email/chat and creating service tickets. Assigned tickets to technicians and monitor call queue to ensure that customer issues are being resolved in a timely manner. Manage ticket follow up, escalations and audit closed tickets.
- Liaise with customers by updating customers on orders and setting up Support Portal Accounts and training new customer users. Act as a point of contact for customers to schedule calls, meetings to coordinate installation and on-site service visits.
- Assist with planning teambuilding and department events.

### **Education and Experience:**

- Post secondary education in Business Administration, or related field.
- Minimum 2-5 years' experience in an administrative role or related experience.
- Experience with TeamSupport or other CRM system is considered an asset.
- High proficiency with Microsoft Office 365 Suite
- Strong typing skills

**What you bring:**

- A team player who works well in a large team and can act as a conduit between multiple departments.
- Excellent organization skills and able to handle multiple tasks in a fast-paced environment.
- Sound judgement and the ability to prioritize critical issues.
- Proactive and a critical thinker, eager to solve problems.
- Excellent communication skills both written and verbal.

**Location:**

- Port Coquitlam, BC. Hybrid work option available

**Anticipated Start Date:**

- ASAP

**What we offer**

- Permanent Full-Time employment
- Extended health, dental and vision benefits
- RRSP matching
- Opportunity for development and training

**How to Apply**

- Email a PDF copy of your resume and cover letter to [lisa.egami@realtimenetworks.com](mailto:lisa.egami@realtimenetworks.com)
- Position will be open until filled.

RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.