



Job Description

Position: Operations and Maintenance – Administrator

Job Type: Full Time Permanent

About Us

Waterloo Biofilter is one of Canada's Top Growing Companies and was recently recognized in the Globe and Mail's third-annual ranking of Canada's Top Growing Companies. Waterloo Biofilter is a Canadian-owned and operated company that develops, designs, manufactures and maintains advanced onsite wastewater treatment systems. At Waterloo Biofilter, we are committed to continuous improvement while always working with a positive energy and strong ethical code. Our core focus is to provide innovative solutions and exceptional customer experience in the area of onsite wastewater treatment and service.

Our team is comprised of high performing, fun loving problem solvers. When you enter the new Waterloo Biofilter office in Guelph, Ontario you can expect to hear laughter from the team coupled with a sense of excitement as we work to exceed our customer's expectations and better our environment. While we are proud of our product, we are also proud of our culture of having fun and operating as an extended family. Regular social events such as holiday parties, themed outfit contests, and the famous summer BBQ's are all part of what makes us who we are. If you are someone is eager to better our company and better yourself, we would love to hear from you.

Job Description

The position is primarily responsible for providing customer service to our residential customers and in-house administrative duties, reporting directly to our Operations Manager.

Specific responsibilities include:

- Communicate with Installers and Homeowners regarding system maintenance needs
- Keeping records of customer interactions, transactions, comments in ERP system
- Manage and maintain electronic filing system
- Process reports
- Invoicing
- Quotations
- Contract management
- Assist with accounts receivables and processing payments
- Interdepartmental and Company projects

Requirements

- Enjoys working with people and collaborating in a team environment
- Enjoys talking with customers and being their advocate within Waterloo Biofilter
- Has strong organizational and time management skills
- Has strong working knowledge and experience with Microsoft Applications based software (Business Central 365 or similar, Word, Excel)
- Thrives in a growth oriented, positive culture that focuses on the customer
- English proficiency – strong verbal and written communication skills are required
- Knowledge of the Ontario Building Code (OBC) and Ministry of Environment Conservation and Parks (MECP) regulations is considered an asset
- Experience with ExpandIT is considered an asset

Location & specifics

- Guelph, Ontario
- Monday – Friday 8:00 AM – 4:00 PM

Salary: Dependent on experience

Benefits

- Full benefits package including dental, vision and drug coverage.
- Annual bonus plan.
- RSP matching.
- Company shut down between Christmas and New Years in addition to annual vacation time.
- Tuition support for further career growth and development.

Contact Information

To apply please email resumes to greg@waterloo-biofilter.com