

The logo for RGO, consisting of the letters 'RGO' in white, bold, sans-serif font inside a red square. The background of the entire page is a faded image of people in a meeting around a table with papers and a laptop.

RGO

WAREHOUSE ADMINISTRATOR

TECHNOLOGIES

Position Type: Full-time, Permanent

Location: Edmonton, AB

ABOUT RGO

Creating places that help people work, learn, heal, age, play, be inspired, and accomplish more.

RGO is a privately held business with locations in Calgary, Canmore, and Edmonton. We were founded in 1966 Calgary with roots selling typewriters! Now, RGO is proud to be 5 decades strong and growing. We have since grown to be the largest dealership of our kind in Western Canada, offering total interior solutions with the widest selection of Furniture, Window Coverings, Flooring, Technologies, Architectural Solutions, Moves, and Storage Management.

We believe space matters and we want our clients to efficiently operate a modern space, whether it is a 40-storey tower, a public institution, education, healthcare, or a dazzling corporate showpiece. As an Albertan company with a reputation for hands on service and dedication to quality, we are looking for an individual who aligns with our core values to create magnificent work experiences for our clients, our partners, and our people.

THE OPPORTUNITY

Get to be a part of the RGO team that has been recognized as a Best Workplace in Alberta at one of Canada's Best Managed Companies by joining us as a **Full-Time Warehouse Administrator, Technologies**. The successful applicant will complete 75% administrative duties and 25% warehouse duties. Administratively you will create, administer, and invoice service maintenance contracts for office technology, answer customer phone calls, enter order information for supplies and sales, and arrange delivery as required. In the warehouse you will receive office supplies and parts, enter, organize, and maintain inventory, and package orders for customers.

WHAT YOU WILL DO

Warehouse:

- Receive office supplies and parts and input electronically into inventory.
- Provide technicians with required parts in a timely manner
- Packaging, loading/unloading product(s) using proper care and safe handling procedures
- Help Maintain the warehouse and surrounding area in neat and clean condition
- Assist colleagues in unboxing and moving equipment

Administration:

- Create and invoice contracts for new technology that has been sold and warranty service calls.
- Ensure timely and accurate processing of all invoices.
- Liaise with customers and staff concerning contract inquiries.
- Coordinate inter-territorial transactions and service loaners as required.
- Input toner service contract orders received via Printanista. Monitors the application to ensure maximum customer uptime.
- Code all invoices to the correct internal department for payment.
- Answer calls from customers and enter service call tickets that accurately outline the nature of the customer's concern in a way that allows the Service Tech to understand the problem.
- Ensure all service requests are entered into the business system for tracking purposes.
- All issues regarding Leases are addressed and the associated Paperwork for a return, Trade-In, Trade Up and return to the Lease Company or Recycler are addressed.

WAREHOUSE ADMINISTRATOR

TECHNOLOGIES

- Understanding and Leadership of important Software applications including E-Automate, Printanista, 365 and SharePoint.

WHAT YOU WILL BRING

- High School Diploma. Post Secondary Education an asset.
- 1-3 years of general office administrative experience is required – data entry experience. Proficient with computer software, specifically Word, Excel, and Outlook.
- 1 year of customer service experience in some capacity, dealing with internal or external customers - must enjoy working as part of a team and dealing with the public constantly.
- Experience in a warehouse environment or a physically demanding role – understanding of health and safety protocols and the use of proper PPE.
- Willing and able to learn proprietary software such as eAutomate.
- Strong communication skills and excellent interpersonal skills, often required to deal with difficult circumstances.
- Excellent telephone manner and spelling skills are essential - pleasant and friendly attitude in working with the public.
- Exceptional organizational skills, attention to detail and the ability to meet deadlines in a fast-paced environment.
- Ability to lift up to 70lbs unassisted – willing to undergo a pre-employment health assessment.

PERKS & BENEFITS

- Flexible work environment
- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- Fitness subsidy
- On-site parking

To apply, please submit your resume to careers@rgo.ca. We appreciate the interest of all applicants and candidates for consideration will be contacted.

[APPLY NOW](#)