



Security & Monitoring
Fire & Safety
Audio Video
Lock, Key & Safe

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WE ARE HIRING FULL TIME FIRE SAFETY / CUSTOMER SERVICE CLERK

As a Huronia Fire Safety Clerk/Customer Service you will work with our Fire Safety Technicians offering the best solutions for the ease and efficiency of installing fire safety security systems for our customers most valued assets; their family, their home and their business. This will be accomplished by performing the day-to-day paperwork associated with our Fire Safety Division and any other related duties including working with our customer to ensure that we are meeting all fire safety requirements.

The Fire Safety Clerk will use the Standard Operating Procedures established by the Company to forecast the coordination of the full cycle of paperwork associated with our Fire Safety Division. This will include but not limited to the following: reviewing fire safety forms for accuracy and input into Sedona, fire safety forms/paperwork for invoicing of Jobs including service, inspection tickets and all paperwork associated with our Fire Extinguisher/Sales/Service Technicians and inventory.

This position will also act as a back-up for our Fire Safety Scheduler which involves but is not limited to the following: work flow of jobs and service activities for job setup, scheduling of technicians and sub-contractors time, movement of inventory and completion of the job and related paper flow.

In addition to the above, the Fire Safety Clerk will ensure that every detail is completed to meet the excellent standards of the company.

Core Duties:

- Review all the fire alarm reports to see if there are any deficiencies and manage all F/S inspection reports submitted by technicians and save into Sedona documents
- Process all FA paperwork for jobs, service, inspection tickets and manual handwritten invoices
- Full cycle of paperwork related to our Fire Extinguisher/Sales/Service Technicians
- As required, order, receive and stock all parts for F/S and make labels
- As required, package all F/S orders for jobs or service
- As required, return all parts to suppliers that come in damaged or ordered incorrectly
- As required, provide pricing to customers and salespersons

- As required answer Fire Safety phone calls and help customers with their questions
- Answer all incoming emails and voice mail regarding fire safety
- Attend bi-weekly F/S meeting with Technicians and record minutes of the meeting
- Send out verification form from Sims and customer cancellation forms
- As required, schedule technicians and co-ordinate subcontractors for customer inspections and/or service
- As required, confirm a date and time with customer for inspection and or service and update Sedona schedule
- As required, review all jobs for discrepancies before scheduling and follow up with salesperson/rep
- As required, cover for receptionist when needed and assist other employees/departments
- Other duties as assigned

Job Requirements:

- 3 to 5 years in a similar type position would be considered an asset
- Proven and demonstrated ability taking a project from beginning to end
- Excellent written and oral communication skills
- Proficiency with Microsoft Office; experience with WeSuite and Sedona would be considered an asset
- Excellent problem-solving abilities including, diffusing difficult situations
- A passion for providing exceptional customer service

The “Core Duties” is a summary of the duties that are essential to this role but is not an exhaustive list. Huronia Alarm & Fire Security Inc. reserves the right to amend duties as necessary. Huronia Alarm and Fire Security Inc. is an inclusive employer.

Accommodations will be provided in accordance with the *Ontario Human Right’s Code*.

For more information or to send resumes, contact Liz Comuzzi, Human Resources Manager at lcomuzzi@huronialarms.com

Huronia Alarm & Fire Security Inc. is the recognized leader, throughout Central Ontario in the area of security, monitoring, fire safety and fire suppression, cameras, access control, life safety, audio, video, low-voltage lighting, structured wiring, lock, key and safe products and services. Huronia has been a family run business for over 45 years and has offices in Collingwood, Midland, and Huntsville, Ontario. At Huronia we value all of our 80 team members and their families. Together as a team, we strive to deliver unrivaled home and business solutions within the communities that we call our home.