



Installation and Maintenance Coordinator

Growing Spaces is hiring enthusiastic and motivated individuals with a passion for healthy living and helping customers succeed in growing their dream gardens. We are looking for someone to help guide customers through the installation process bringing them closer to their year-round gardening dream.

- Oversee the scope of installation and/or maintenance and guide work schedules for the Installation and Maintenance crews
- Work with supervisors to ensure jobs are done safely, on time and with 100% quality
- Communicate expectations directly with customers for install and maintenance
- Work with sales team, production team and customer to schedule shipping, delivery and installation accordingly
- Act as direct point of contact and help problem solve issues on site, customer complaints, HR issues, injuries, build or kit issues, etc.
- Communicate overall company vision to the installers so that they can pass this vision on the customers and adequately represent the Growing Spaces brand
- Interview, hire, orient and terminate installation team members as required
- Coordinate training for new installers
- Coordinate flight itineraries for crew members as well as travel and lodging arrangements
- Discuss pre-build expectations with customers to ensure the site is ready prior to the arrival of the crew
- Work with broker or freight company representatives to ensure a smooth flow of shipments from scheduling pickups to tracking shipments and confirming delivery
- Process damaged shipment claims
- Process parts orders, maintenance requests, provide warranty service
- Create estimates, invoices, assemblies in QuickBooks
- Document customer notes, ship date, install date, tracking numbers in CRM
- Schedule Growing Spaces vehicles for regular maintenance
- Manage petty cash fund and installer per diems, gas, credit cards, etc.
- Manage shared installation Google calendar so that installers can view their upcoming jobs and prepare accordingly
- Respond to customer inquiries in a timely manner

Requirements

- Ability to work independently as well as in a team
- Must be adaptable to handle last minute changes and a fast-paced environment
- Must be able to coordinate multiple jobs in multiple locations simultaneously, including crews based in different geographic locations
- Have excellent customer service skills and communication skills
- Be able to multi task
- Attention to detail, problem-solver, strong work ethic
- Strong focus on safety and quality
- Reliable transportation, smart phone, and ability to work some weekends

Growing Spaces, PO Box 5518, 1868B Majestic Drive, Pagosa Springs, CO 81147
970-731-2120
Growingspaces.com



Based in Pagosa Springs, Growing Spaces has been enabling gardeners, communities and businesses to grow fresh, healthy organic food year-round for 30 years. We design, manufacture and install geodesic dome greenhouse kits and have thousands installed in Colorado, all 50 states and 14 countries.

Send your resume to employment@growingspaces.com or go online to print our application from our website, located under the "contact us" tab at www.growingspaces.com

Growing Spaces is an Equal Opportunity Employer

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