



Position Title: Service Operations Coordinator
Location: Sheffield UK
Reports To: Manager UK & Global Service Delivery

Summary

Greenlane Renewables Inc., headquartered in metro Vancouver, Canada, is a pioneer in the rapidly growing renewable natural gas (“RNG”) industry. As a leading global provider of biogas upgrading systems, we are helping to clean up two of the largest and most difficult-to-decarbonize sectors of the global energy system: the natural gas grid and the commercial transportation sector. Our systems produce clean, low-carbon and carbon-negative renewable natural gas (RNG) from organic waste sources including landfills, wastewater treatment plants, dairy farms, and food waste. Greenlane is the only biogas upgrading company offering the three main technologies: waterwash, pressure swing adsorption, and membrane separation and has over 30 years industry experience, patented proprietary technology, over 100 hydrogen sulfide treatment systems sold, and over 135 biogas upgrading systems sold into 19 countries, including many of the largest RNG production facilities in the world. Greenlane is a publicly-traded company on the Toronto Stock Exchange (TSX: GRN).

We are looking for an enthusiastic Service Coordinator who will serve as the central point of contact for customers and staff during the planning and execution of service jobs, sales quotations/orders and spare parts deliveries. This role will work as a part of a global team in a fast-paced, growth-oriented environment. Your scope of duties will also include preparing maintenance proposals and configuration and maintenance of systems to manage relevant workflows.

Duties and Responsibilities:

- Coordinate, plan, schedule and monitor all service jobs including internal and external resources, spare parts, and site logistics.
- Manage the Sales Order process from quotation to invoicing.
- Manage customer enquiries and ensure that customer requirements are well understood and managed.
- Manage required reporting and documentation in a thorough and timely manner.
- Communicate effectively with customers in a precise and professional manner via phone and email.
- Effectively define and escalate issues to the appropriate stakeholders.
- Prepare service and maintenance proposals for new and existing customers.
- Provide parts and logistics support to installation and commissioning activities.
- Manage bills of materials and define required stocking levels and annual forecasts for critical parts.
- Support Stores Person with Inventory Management and Service Preparations.
- Support Office Manager with administrator duties.
- Demonstrate a personal commitment to Quality, Health, Safety and the Environment.
- Promote a culture of continuous improvement, and lead by example to ensure company goals are achieved and exceeded.
- Supervise subcontractor performance.
- Develop best practices, routines and innovative solutions to improve production rates and quality of output.

**Qualifications and Experience:**

- High school diploma with minimum of 5 years of customer service experience in a relevant industry.
- Bachelor's degree in Business or a related technical discipline is preferred.
- Minimum 2 years experience in scheduling/dispatching.
- Excellent customer communication and management skills.
- Material planning, inventory control, and international logistics experience preferred.
- Fluency with Microsoft Office, SAP Business One, Google Workspace, and Smartsheets are preferred.
- Moderate level of technical fluency to understand and properly communicate the technical aspects of products and services is required.
- Positive can-do attitude, solution-oriented and capable of working independently.
- Multilingual preferred – English (essential), French, Spanish, Portuguese or Italian language speaking skills.
- Organisational and planning skills and the ability to manage and prioritise workload while maintaining flexibility and achieving tight deadlines to meet business needs.

How to Apply:

We are an equal opportunity employer and invite applications from all qualified individuals. To be considered for this role please apply through the Greenlane Renewables page on LinkedIn and attached your resume. While we thank all interested candidates only those who are short-listed will be contacted.