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| Position Title: | Service Operations Coordinator |
| Location: | Vancouver, BC |
| Reports To: | Service Operations, Lead |

## Summary

Greenlane Renewables Inc., headquartered in metro Vancouver, Canada, is driving change: accelerating the energy transition. We are cleaning up two of the largest and most difficult-to-decarbonize sectors of the global energy system: the natural gas grid and commercial transportation. As a pioneer and leading global specialist in biogas desulfurization and upgrading, we have been actively contributing to the decarbonization of our planet for over 35 years with more than 355 systems supplied into 28 countries. We transform biogas generated from organic waste into high-value grid-ready renewable natural gas ("RNG") from a wide range of sources such as landfills, sugar mills, dairy farms, wastewater, and food waste. Greenlane is transforming energy production and creating new, sustainable revenue streams for its customers - all while dramatically reducing carbon emissions. Join us, let's accelerate the energy transition together.

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. This role will deliver the preparation of quotes, sales orders, purchase orders and management of site deliveries. Additionally, this role will work in a hybrid capacity and as a part of a global team in a fast-paced, growth-oriented environment.

## 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 local and imported parts and logistics support to installation and commissioning activities.
- Manage bills of materials and define required stocking levels and annual forecasts for critical parts.
- 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.

**Qualifications and Experience:**

- Experience preparing quotes, sales orders, purchase orders, and site deliveries.
- 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, Oracle Netsuite, Hubspot, 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.
- Organizational and planning skills and the ability to manage and prioritize workload while maintaining flexibility and achieving tight deadlines to meet business needs.

We are committed to transparency in our hiring process. We will be offering a base salary of $55,000 - $70,000 based on a candidate's qualifications and experience.

**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 attach your resume.  While we thank all interested candidates only those who are short-listed will be contacted.