



# Team Lead Installer

## Operations

Position Type: Full-time, permanent

Location: Edmonton, AB

### The Opportunity

Join the award-winning RGO team—recognized as a Best Workplace in Alberta and one of Canada's Best Managed Companies—by stepping into the role of Team Lead Installer.

Reporting to the Operations Manager, you'll play a key role in overseeing the successful delivery of installation projects, ensuring they are completed safely, on time, within budget, and to the highest quality standards. This role provides leadership, coaching, and training to installation staff while collaborating closely with Sales and Project Coordination teams to support project planning, labor estimates, and material readiness. The Team Lead Installer works hands-on with field teams to promote efficiency, teamwork, and strict adherence to safety protocols.

The Team Lead Installer is a working supervisor who leads a team to assemble and install new and reconfigure used furniture and walls, knock down and remove product, and conduct office moves of contents, computers and furniture as required. This role works with both sales, project coordination and installation teams as well as representing RGO when dealing with other trades and providing key customer interfaces during the implementation phase of the job.

### What You Will Do

#### Project Leadership & Execution

- Participate in project planning and pre-install meetings to confirm scope of work, labor estimates, timelines, tools, and equipment requirements.
- Review drawings and plans, conduct site measurements, and monitor site conditions and installation progress.
- Collaborate with installation, delivery, and warehouse teams to minimize product damage and ensure smooth project execution.

- Work hands-on with installation teams to ensure work is completed professionally, efficiently, and to a high standard of quality.
- Conduct post-install walk-throughs, complete PIA checklists, and ensure work orders are properly signed off.
- Stay current on new and evolving products and installation methods, including office furniture, demountable walls, commercial window coverings, and other workplace solutions.

### **Team Leadership & Supervision**

- Provide real-time coaching and performance feedback to installation team members and escalate performance concerns as needed.
- Support the Manager in succession planning for Installers, Level 2 Installers, and Lead Hand Installers.
- Assist with onboarding and hands-on training of new hires to ensure consistent installation standards.
- Organize and facilitate hands-on training sessions for new products and skills development.
- Conduct site visits to troubleshoot issues, ensure quality control, and support installation teams.
- Delegate on-site tasks, monitor job progress, proactively identify potential delays, and coordinate resolutions with the appropriate teams.
- Partner with Lead Installers to ensure actual labor hours align with project estimates.

### **Health, Safety & Compliance**

- Take ownership of on-site safety for all RGO crew members and actively participate in the RGO Safety Committee.
- Ensure all crew members follow safety protocols and consistently use required Personal Protective Equipment (PPE).
- Conduct field-level hazard assessments prior to job commencement and exercise authority to postpone work if conditions are unsafe.
- Maintain accurate fleet documentation, including inspections, service, repairs, and maintenance records.
- Coordinate vehicle service and maintenance appointments with the Operations Manager and ensure inspection forms are completed and properly documented.

### **What You Will Bring**

- Must have a minimum of three years of office furniture product knowledge and a thorough understanding of architectural drawings and furniture layouts.
- Ability to read blueprints and design drawings and transfer information to site layout.
- Experience with and knowledge of Steelcase products is an asset.
- Demonstrated leadership and interpersonal skills gained through experience as a lead or supervisor.
- Ability to effectively operate power tools including miter saws, band saws, saber saws and hole saws.
- Able to make decisions and move forward without direct supervision.
- Good verbal communication skills; willing and able to communicate with crew, colleagues, customers and other trades.
- Self motivated and action oriented.

- Excellent organizational skills and the ability to manage to and achieve pre-determined timelines.
- Computer Literate.
- Must have a valid class 5 Alberta driver's licence and be able to drive RGO vehicles for business. Current 3-year driver's abstract.
- Prior commercial driving experience with similar heavy units preferred.
- Able to pass the Pre-Employment Health Assessment and AMA Professional Driver Upgrade (paid by company).

## About RGO

RGO has been shaping inspiring workspaces across Western Canada since 1966. With deep Alberta roots and over 200 team members in Calgary, Edmonton, and Canmore, we help organizations thrive through innovative furniture, technology, and design solutions. As Alberta's exclusive Steelcase dealer and a partner to 200+ vendors, we continue to lead the way in workplace innovation.

Our mission is to turn every place into a space for inspiration and success. Guided by our vision—to unleash the full potential of spaces—we live our values every day: Pursuit of Excellence, Powerful Collaboration, Positive Drive, and Prioritize Care.

## Perks & Benefits

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

To apply, please submit your application to [careers@rgo.ca](mailto:careers@rgo.ca).

We appreciate the interest of all applicants and candidates for consideration will be contacted. Any offer of employment will be conditional upon the successful completion of background checks, reference checks, and pre-employment health assessments, where applicable.

