



Space makers.
Connection makers.
Culture shapers.



Operations Logistics Coordinator

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 Operations Logistics Coordinator.

Reporting to the Manager, Operations, you'll play a key role in scheduling furniture installation labour and deliveries. This position also provides administrative assistance to the delivery, installation, and project coordination business of RGO.

What You Will Do

Scheduling

- Manage the scheduling of labor and deliveries for current (daily/weekly) and future jobs.
- Strategically assign crews to specific jobs based on skill sets, customer accounts and labor budgets for the projects.
- Dealing with delivery related problems or issues including last-minute cancellations or absences in consultation with Project Coordinators
- Work with warehouse to assign RGO fleet as required for projects and delivery
- Prepare and maintain paperwork, tickets, tracker, reviewing for accuracy and submission
- Prepare and send correspondence and communicate to clients on behalf of delivery and installation teams
- Assist field teams requests or concerns when required to ensure a safe, high-quality, and timely service.
- Ensure safety orientations and site condition requirements are met.
- Ensure time reports are filed and organized.

Deficiency Resolution

- Communicate effectively with design, sales and PCs, verbally and in writing, to provide clear explanations and find resolution.
- Work with on site resources to obtain information (images, location, and quantities).
- Process claims and orders as required, track shipments and enter acknowledgement information.
- Manage client communication regarding timelines, expectations and invoicing.
- Monitor incoming requests and notifications and respond within a 48-hour time frame.
- Investigate and analyze root cause for deficiency for proper departmental costing and coding.
- Track and monitor reoccurring issues to provide relevant feedback

General Administration

- General paperwork, filing and office duties as required
- Uniform control for the Installation Team.
- Maintain maintenance and repair files on Operations fleet.

What You Will Bring

- Minimum of 2 years of experience in logistics, scheduling, or distribution is required.
- Excellent communication and interpersonal skills applicable to working in a team environment.
- Proficiency in computer systems and software applications, particularly in MS Office and vehicle routing and willingness to learn new internal programs (Hedberg).
- Strong people skills are vital, along with a can do attitude, an ability to set firm boundaries and a creative approach to problem solving
- Furniture product knowledge is an asset.
- Must be able to multi-task and handle large volumes of work.
- Detail oriented with good organizational skills and follow-up abilities.
- Able to communicate effectively and read, write, and speak English well.
- Strong problem solving and resolution abilities.
- Strong leadership, interpersonal and communication skills.
- Works well under pressure and looks for win-win situations.

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.

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.

