



Space makers.
Connection makers.
Culture shapers.



Customer Care

Technologies

Position Type: Full-time, temporary (12-month contract)

Location: Calgary, 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 Customer Care, Technologies.

Reporting to the General Manager, Technologies, you'll play a key role in creating, administering, and invoicing service maintenance contracts for office technology. You will also support dispatch operations, manage order entry and inventory in e-automate, and coordinate logistics to ensure timely service and delivery.

This position has an ideal start date of June 1, 2026.

What You Will Do

Administrative

- Review meter reads on office equipment and bills and maintains meter charge contracts.
- Renewals and terminations of service contracts.
- Create and invoice contracts for new technology that has been sold and warranty service calls.
- Ensure timely and accurate processing of all invoices.
- Liaise with customers and staff concerning contract inquiries.
- Coordinate inter-territorial transactions and service loaners as required.
- Input toner service contract orders received via Remote Tools. Monitors the application to ensure maximum customer uptime.
- Input orders to vendors by creating a purchase order in e-automate and then visiting the vendor site or email the order.
- Code freight invoices to the internal department for payment.
- Coordination of logistics.

- Attend technology meetings to document minutes for internal distribution.

Dispatch

- As part of the dispatch rotary, answer incoming calls and places service calls.
- Answer calls from customers and enter service call tickets that accurately outline the nature of the customer's concern in a way that allows the Service Tech to understand the problem.
- Utilize specific software to prioritize service calls and maintain response times, ensuring efficiency in coverage of the areas of the province and allocating calls to trained and qualified technicians.
- Ensure all service requests are entered into the business system for tracking purposes.

Leases

- Completed Leases are all entered in E-Automate and Dynamics365
- All issues regarding Leases are addressed and the associated Paperwork for a return, Trade-In, Trade Up and return to the Lease Company or Recycler are addressed.

What You Will Bring

- High School Diploma. Post Secondary Education an asset. High school diploma required; post-secondary education is considered an asset.
- 1-3 years of office administrative experience, including strong data entry skills and proficiency with Microsoft Word, Excel, and Outlook.
- At least 1 year of customer service experience supporting internal and/or external customers, with excellent telephone etiquette.
- Strong written and verbal communication skills, including attention to spelling and detail.
- Ability and willingness to learn proprietary systems such as e-automate, with comfort adapting to new technologies and processes.
- Exceptional organizational skills, accuracy, and the ability to manage multiple tasks and meet deadlines in a fast-paced environment.
- Professional, friendly, and customer-focused approach, with strong interpersonal skills and the ability to handle challenging situations.
- Team-oriented mindset with personal accountability, adaptability, and the ability to take direction.

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

- A collaborative and supportive work environment
- Career growth opportunities
- Employee recognition program
- On-site fitness facility
- Free parking and close to transit with c-train

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.

