



Client Experience & Administrative Coordinator

Shared Services

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 Client Experience & Administrative Coordinator.

Reporting to the HR Manager, you'll play a key role in serving as a central hub for RGO's Edmonton office - supporting exceptional client and visitor experiences, maintaining a polished and professional showroom, and providing administrative and executive support to keep the team operating smoothly.

As a key connector across the Edmonton team, the role supports office and showroom operations, liaises with Calgary-based teams and resources, and provides Executive Assistant support to Edmonton leadership. The role also supports department managers and Executive Sponsors with administrative coordination, corporate initiatives, committee activities and follow-through.

What You Will Do

As the first point of contact for our Edmonton office, you'll play a key role in creating an exceptional client and employee experience while keeping day-to-day operations running smoothly. In this dynamic role, you will:

- Welcome clients, visitors, and vendors, manage inquiries, and ensure our showroom and office spaces are professional, inviting, and presentation-ready.
- Coordinate showroom operations, facilities maintenance, vendor relationships, product samples, and client hospitality for meetings, tours, and events.

- Provide administrative support by managing office supplies, mail and courier services, onboarding and offboarding logistics, internal communications, records management, and employee recognition initiatives.
- Support Edmonton leadership through calendar management, meeting coordination, travel arrangements, expense reporting, project administration, and confidential correspondence.
- Plan and coordinate office, client, and team events, while supporting corporate committees, employee engagement programs, and workplace culture initiatives.
- Collaborate with teams across the organization to ensure seamless office operations, outstanding service delivery, and a positive experience for clients and employees alike.

This role is ideal for someone who enjoys balancing client service, administration, event coordination, and executive support in a fast-paced, collaborative environment.

What You Will Bring

- High school diploma. Post-secondary education an asset.
- 5+ years' customer service experience or administrative experience.
- Experience providing executive or administrative support to leadership is an asset; a course in Office Administration is an asset.
- Furniture industry experience is an asset.
- Excellent customer service by phone and in person. Able to understand clients needs and ask follow up questions to get all the details.
- Excellent verbal and written communication skills.
- Technology savvy and proficient computer skills. Experience using Microsoft Office is required; experience using SharePoint and Customer Relationship Management (CRM) software is an asset.
- Positive, optimistic, and naturally inquisitive.
- A team-player who is willing to help all members of the team achieve their goals
- Very detail-oriented and organized.
- A natural ability to multi-task and prioritize responsibilities.
- A high degree of confidentiality, discretion, and professionalism.
- Mature, professional manner; able to handle responsibilities with tact and patience and take control of challenging situations.
- Require a reliable personal vehicle available for business use on occasion. Mileage will be reimbursed.

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.

