



## **EMPLOYMENT OPPORTUNITY – OPERATIONS COORDINATOR**

### **THE ROLE**

Harvey's Oil Ltd. has an opening for the position of a full-time, contract in the role of Operations Coordinator located at our office at 87 Water Street, St. John's.

The Operations Coordinator will primarily be responsible for maintaining all aspects of the company's fleet along with the day-to-day activities of the delivery and service department. In addition, the Operations Coordinator will maintain the document control of the Petro-Canada Prudent Operations Program, assisting in ensuring its objectives are executed and documented on a daily basis.

The role of the Operations Coordinator will have many responsibilities, which include but are not limited to the following:

- Arrange all service vehicle and company owned fuel delivery vehicle repairs and maintenance.
- Maintain Delivery & Service vehicle inspection files.
- Data entry of invoices for annual expense calculations.
- Data entry of driver's daily log.
- Complete annual uniform order.
- Batch and file Delivery invoices.
- Book customer appointments.
- Prepare & maintain Serve & Delivery meeting Agenda's & Minutes.
- Prepare letters to service & delivery staff from customer feedback.
- HOST tag distribution & management.
- Create & manage Action Items Log for Operations Dept.
- Maintain Training & Equipment Matrix.
- Answer incoming telephone calls as part of the phone queue.
- Process oil delivery and service requests as required.
- Respond to service and fuel related customer complaints and compliments.
- Other duties as required

### **THE CANDIDATE**

The ideal candidate will have the following:

- High school diploma supplemented by practical business experience.
- Past customer service experience.
- Ability to provide professional and courteous service in any scenario.
- Effective written and oral communication skills.
- Strong attention to detail.
- Proficiency in computer applications.
- Self-confident individual with strong organizational skills that can prioritize and manage multiple tasks and deadlines in an efficient manner.
- Ability to understand and work with diverse groups of people and clients.



- Teamwork skills that support a team based operation.
- Ability to work with minimum supervision.

Individuals interested in applying for this position should send a resume by December 2<sup>nd</sup>, 2022 to:

**Harvey's Oil Ltd.  
87 Water Street  
St. John's, NL A1C 5X3  
Fax: (709) 726-8044  
Email: [humanresources@aharvey.nf.ca](mailto:humanresources@aharvey.nf.ca)**

Harvey's Oil Ltd. is an equal opportunity employer; however only those selected for an interview will be contacted.