

Field Staff Coordinator/Dispatch

Materials Inspection and Testing Division, Paterson Group Inc. – Ottawa, ON

Paterson Group, one of Canada's oldest geotechnical engineering consulting firms, is recognized for expertise in geotechnical engineering, environmental engineering, hydrogeology, materials testing, noise, and vibration studies, structural engineering and building science engineering. Customer service is our first priority. We provide professional services based on technological expertise, interactive project management, a wealth of local knowledge, and creative solutions.

Paterson Group's client base includes major developers, building owners, property management firms, condominium properties, and many other public and private housing and commercial building groups.

Paterson Group offers the opportunity of a rewarding career at a highly successful consulting firm. You will be part of an engaging team of engineers and technologists working on exciting and challenging projects in a culture of mentorship, continuous learning, and collaboration.

Looking for a challenge? Want to do something different? Paterson might be the place for you!

The Ottawa office is seeking a proactive and self-motivated team player to provide dispatch/coordinating duties for the Materials Testing Division. We are looking for the best and the brightest candidate to fill this role; the reward is a competitive salary (reviewed annually) and benefits package. We also offer annual performance bonuses, contribute to RRSP's and group employee benefits through Canada Life and hold several extracurricular social events throughout the year, along with numerous other perks.

Duties and responsibilities for this position will include:

- Answer and prioritize high volume of client phone calls and emails for various inspection services;
- Client follow-up when necessary;
- Coordinate/organize all requested site inspection services amongst the field staff;
- Provide record management support;
- Read, sort and print emails in a timely manner;
- Prioritize workload by date, task and cut-off times;
- Work in Filemaker software, Microsoft Outlook and Excel;

Job Requirements:

The successful candidate will be relied upon to deliver administrative support to various professionals and administrative staff. A motivation to provide high quality customer service is essential to the role. In addition, the candidate should have the following qualifications and skills:

- 1 to 2 years of experience providing administrative support in a professional office environment;
- University or College degree in related field of study (Business Administration);
- Construction Knowledge is an asset;
- Spoken and written English, Bilingualism (French) is considered an asset;
- Ability to multi-task and work in a face-paced environment;
- Willingness to learn and implement systems;
- Attention to detail and ownership of delegated tasks;
- Excellent organizational skills (record keeping, time management, follow up);
- Good communication skills (listening, speaking and writing), friendly and pleasant manner;
- The ability to take directions and seek clarification as needed;
- Excellent problem-solving skills with the initiative and ability to identify alternative solutions;

- Ability to deal tactfully and effectively with clients and co-workers;
- Readily accept working in a business-competitive environment;
- The qualified candidate must reside in the Ottawa/Gatineau surrounding area;
- Candidate must be authorized to work in Canada.

Start date: May 2026

Benefits

- Competitive compensation package.
- Group RRSP offered after 3 months of employment. The company will match the employees' contributions up to 5%.
- Group Insurance coverage for medical, dental, life insurance, long and short-term disability. Eligibility upon completion of three (3) months of employment. Individual costs for each plan member are shared equally by the employee and the company.
- Welcoming and supportive work environment with numerous social events including staff lunches, team BBQs, and so much more.

How to apply:

If you are passionate and eager to contribute to a company that values innovation and excellence, we encourage you to apply. Candidates can apply by sending their resumes to Eliana Shumakova eshumakova@patersongroup.ca. We appreciate the interest and effort of all applicants; however, only those short-listed as candidates will be contacted.

Paterson Group Inc welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

For more information on our company, please visit: <https://patersongroup.ca/>

Disclaimer:

This posting is for a new vacancy. Our hiring process does not involve the use of artificial intelligence to screen, assess, or select applicants.

Pay: \$24.00 to \$26.00 per hour

Benefits:

- Company events
- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care

Schedule:

- Monday to Friday

Work Location: In person