



Position Description – Operations Coordinator (Mackay)

Power Control Industries Pty Ltd

About the Role

We're looking for a highly organised **Operations Coordinator** to join our Mackay team. You'll be the go-to person who keeps everything running smoothly behind the scenes — managing bookings, scheduling our trades and technicians, ordering materials, and making sure jobs are closed out correctly in AroFlo.

It's a hands-on, fast-moving role where you'll work closely with the Trades Supervisor, management, and accounts to keep jobs flowing from start to finish.

If you're someone who loves structure, clear communication, and seeing a well-planned week come together, you'll thrive here.

What You'll Be Doing

- Managing bookings from customers across residential and commercial jobs.
 - Scheduling a team of seven technicians and keeping jobs organised **at least a week ahead**.
 - Reviewing approved quotes, ordering parts and materials, and tracking deliveries.
 - Keeping AroFlo up to date — ensuring job notes, photos, and materials are recorded accurately.
 - Making sure jobs are reviewed and marked *Ready to Invoice* once complete.
 - Pulling weekly reports to give management a quick overview of completed and upcoming work.
 - Communicating daily with the Trades Supervisor, field staff, and customers to keep everyone on the same page.
 - Flagging any delays or issues early and helping the team stay on schedule.
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Who You'll Work With

You'll work closely with:

- **Trades Supervisor** – to plan and communicate daily jobs.
- **Technicians and Electricians** – to make sure they've got the info and materials they need.



- **Accounts & Management** – to finalise jobs, stay on top of progress, and keep everything flowing.
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What We're Looking For

- Experience working in a trade-based or service environment (electrical, air-conditioning, or similar).
 - Confident communicator — comfortable answering phones, asking questions, and keeping things moving.
 - Strong organisational skills with a knack for staying one step ahead.
 - Able to manage multiple priorities and deadlines without losing your cool.
 - Familiarity with AroFlo or other job management systems (or quick to pick them up).
 - Someone who enjoys working collaboratively and takes pride in running a tight schedule.
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You'll Love This Role If You:

- Like being the person who keeps things organised and under control.
 - Get satisfaction from seeing a busy week's schedule run smoothly.
 - Enjoy talking to people and solving small problems before they become big ones.
 - Are proactive, confident, and can make decisions without being micromanaged.
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Why Work With Us

At Power Control Industries, we're a growing family-owned business built on teamwork, trust, and reliability.

We look after our people and value those who take initiative, stay organised, and take pride in doing things properly.

You'll be part of a supportive, down-to-earth team where collaboration actually means something.

We offer flexibility, monthly social catch-ups, and a healthy work-life balance — and honestly, if the week's run smoothly and the work's been done right, Fridays tend to finish up early.