

Project Coordinator (ES PC)

Position Description



Reports to: Production Administrator/ES Project Managers

Division/Department: Production

Supervises: None

Status: Full Time, Non-Exempt

OVERVIEW

This position is the administrative resource for their designated production team and should enhance the quality of the project experience for our customers through exceptional communication and unmatched service. This position is essential in meeting the paperwork needs and data entry requirements to manage the team's projects effectively and efficiently.

JOB DESCRIPTION

Responsibilities

- Works with customers regarding collecting progress and final payments.
- Coordinates with other departments and office staff to complete projects, paperwork and keep the processes timely for each project.
- Completes project tracking reporting, inclusive of all paperwork trails.
- Maintains notes in PSA and job field files, as necessary.
- Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing, preparing purchase orders, daily work orders and daily communication with the Crew Chief and Project Manager about ongoing projects.
- Assists Emergency Services Project Managers with estimate writing.
- Provides quick and accurate responses to vendors, agents and clients.
- Coordinate and communicate with clients regarding the Team's work flow from beginning to end
- Answers the phones, directs calls and assists clients.
- Demonstrates a positive image of the Company to staff and clients; this shall include oral and written communication and visual presentation.
- Applies all safety rules and regulations to work efforts and prevents work hazards.
- Other duties as assigned

Abilities

- Provide exemplary customer service to clients, employees and vendors.
- Provide accurate and timely reports for project tracking and reporting.
- Manage crises as they occur.
- Assist in problem solving and in making the Company more effective and efficient.
- Apply general mathematical and data entry skills.
- Communicate clearly and concisely, both orally and in writing; must be proficient in reading and writing the English language.

- Generate timely information with accuracy and efficiency.
- Manage multiple projects at a time while paying strict attention to detail.
- Establish and maintain cooperative working relationships with those contacted through the course of work; gain cooperation through discussion and persuasion.
- Produce work in a timely, budgeted, scheduled and profitable manner.
- Apply established Company policies and procedures, including safety procedures and principles.

Knowledge

- Basic principles and practices of organization and administration.
- Modern office practices and technology, including Microsoft Office, Outlook, copiers, telephone, etc.
- Proper filing techniques, office efficiencies and timely processing of paperwork.
- Appropriate phone skills and resolution of customer complaints and issues.
- Industry software: Xactimate, PSA, and other similar programs.
- Professional ethics.
- English usage, spelling, grammar and punctuation; basic mathematics.
- Restoration industry language, practices and terminology; ability to seek out knowledge if new to the industry.
- Company policies and procedures.
- Pertinent federal, state and local laws, codes and regulations that govern the areas of the position.
- OSHA safety regulations as they pertain to the restoration industry; maintain an active role in monitoring the safety of yourself and other team members.

Experience and Training Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

- Two years of professional experience in assigned or related field

Training/Education:

- Associates degree from an accredited college

Special Requirements:

- Computer literate with knowledge and experience in MS Outlook, Word, Excel, PowerPoint

Physical Demands

- Mobility to work in a standard office setting and use standard office equipment.
- Accurate vision to read printed materials and a computer screen.

- Ability to communicate in person, before groups, and over the telephone.
- Finger dexterity to operate a computer keyboard, writing implements, office equipment and calculator.
- Ability to occasionally bend, climb or balance, kneel, stoop, walk, push, and pull drawers open and closed to retrieve and file information.
- Ability to lift 25 lbs. necessary to perform job functions.
- Ability to use hands to handle, feel or operate objects, tools or controls and reach with hands and arms.

Working Conditions

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing Company policies and procedures.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

E. Services Project Coordinator Date

President Date