

## **Summary**

The **Project Coordinator** is a national role and part of the Customer Experience, Operations business function, reporting to the PM Manager. Project Coordinator works under the direction of the Project Manager and/or PM Manager and is responsible for the execution of specific tasks/activities associated with a project.

## **KEY RELATIONSHIPS**

### **INTERNAL**

- Project Manager (s), Project Assistants
- Business Manager-PM
- Plant managers and critical stakeholders in those facilities
- Key Account Managers & Sales Executives
- Design, Subcontracting, Estimating, Production

### **EXTERNAL**

- Installers, subcontractors
- Suppliers, strategic partners.
- Customers (when/if required)

## **KEY RESPONSIBILITIES**

Serving as the link of communication between Project Manager/Team Lead and internal teams. Main point of contact for post booked & approved inquiries related to job/project daily business activities inside/outside the system. Ensures ongoing communications and follow up.

- Epicor 10: Responsible for all tasks/milestones of a project from submittal to installation, and follow up through to accounting.
- Provide a forecast of orders to be completed by month/quarter end.
- When necessary, participate in internal meetings related to specific project or customer.
- Initiate discussions with internal teams (art, estimating production) to ensure project objectives are met.
- Proactive in facilitating discussions externally with subcontractors, design firms consultants etc. to ensure timely execution.
- Ensures timely billing of completed jobs and connects with finance team when required for issues related to billing. Resolved billing disputes to maximize cash flow.
- Coordinates with purchasing to ensure necessary sourcing and procurement activities to support the project. May be required to participate in the identification



and selection of outside vendors, monitors performance to ensure requirements are met.

- Understand the project lifecycle, external/internal critical stakeholders and how to execute project requirements with a professional maturity.
- Reporting: ability to clearly/consistently report (i.e. system) on project progress to Project Manager.
- Initiate and follow up with subcontractors to negotiate pricing, work completion and verification.
- Interact with general contractors and other site contact to verify installation times and access.
- Utilizes system/information tools (i.e. E-Pattison 1.0) to update and maintain customer data.
- Ensures project assistant (if assigned) understands the role, activities involved in administering job. May also include training project assistant in various administrative tasks.

## **KNOWLEDGE, SKILLS AND ABILITIES**

**Ability to adapt to change:** Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Adapting approaches of resilience to manage these changes is necessary in this position.

**Continuous Improvement:** Aptitude to identify/communicate potential roadblocks/challenges from a system, service or process perspective and offer solutions/recommendations to improve.

**Organization:** Attention to detail, ability to multi task, focus on deep work without being distracted, analytic skills, time management and collaboration.

**Relationship Management:** To advance the work of the organization by interacting with internal/external stakeholders in developing professional and productive relationships.

**Communication:** Ability to produce clear status reports (writing and verbal), communicate professionally (written/verbal) and ability to adapt communication depending on the audience receiving the message. This includes internal and external stakeholders. Minute taking and publication of timely documentation may also be necessary.

**Technical Proficiencies:** Strong competencies in Microsoft applications (Word, Excel, Power point, Outlook and Skype), web based systems and Epicor (E10) from a PM module perspective (case, task, dashboards etc.). Experience transacting in alternative ERP systems will also be considered.

If you are interested in applying for this position, please send your resume to Human Resources.