

JOB DESCRIPTION

Job Title: Project Coordination Manager
Department: Finance
Reports To: CFO
FLSA Status: Exempt
Salary Info: \$85,000-\$100,000

Position Summary:

This individual is the manager of the Project Coordination team. The main responsibilities are to manage a team of Project Coordinators, ensure accurate and timely order submission, and lead process improvements within the Project Coordination department.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Project Coordinator Manager Responsibilities:

- Works with Project Coordinators and other users to ensure accuracy and integrity of order and business data in the sales order system and processes.
- Ensures all orders are entered promptly and reviewed for accuracy and completeness before being sent to the manufacturers/vendors.
- Works with Project Coordinators to ensure factory interface is on-going and that all orders are monitored for projected ship dates and project schedule requirements, that all acknowledgments are checked, and discrepancies followed up on, and that all orders are closed out in a timely and responsible manner.
- Works with acknowledgement review service provider to ensure accurate and timely review procedures are followed, and explores continuous improvements to the acknowledgement platform
- Ensures the project coordination team maintains strong working relationships with sales, design, project management and the warehouse/delivery/installation departments.
- Collaborates with aligned manufacturer to improve order submission, acknowledgement and claims processes.
- Monitors departmental work assignments and workload and adjusts alignments as necessary.
- Monitors communication with internal and external customers ensuring it is timely, accurate and meets client requirements for information and order status.
- Monitors customer satisfaction through weekly distribution and collection of customer surveys
- Represents the Project Coordination department at management meetings; assists upper management in the dissemination of company decisions back to the Project Coordination department.
- Recruits and develops Project Coordination personnel; in conjunction with human resources, helps set compensation levels and programs for departmental staff.
- Conducts annual reviews and performance ratings of departmental personnel; performs skill set appraisal and drives development of skill and knowledge proficiency and service/client focus for all department personnel.
- Provides motivation and leadership for department's staff, including monitoring and coaching individual staff.
- Develops, implements, and oversees the performance of the sales order system; is responsible for efficient workflow and workflow process.
- Ensures sales order system is performing as expected to prevent order submission disruption, and addressing system issues with software provider as necessary
- Collaborates with Business Systems Manager to establish clear and documented standard operating procedures and paper flow for the project coordination function
- Assists in the research and implementation of applicable sales order technology and product enhancements

- Is expertly trained in use and application of sales order software and trains project coordination staff in the use and application of that technology.
- Defines, monitors and measures standards of performance for project coordination process
- Establishes a quality program and continuous improvement process; setting and collecting benchmarks; establishes employee empowerment process.
- Develops responsible cooperation between the project coordination department and the rest of the dealership.

2. **Serve a Serve as a Steward of iSpace Core Values and Brand**

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other
- We are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

3. **Other duties as needed to meet business needs**

Competencies: To perform the job successfully, an individual should demonstrate the following.

Managing People – Provides direction and gains compliance. Includes subordinates in planning. Takes responsibility for subordinates' activities. Makes self-available to subordinates. Provides regular performance feedback. Develops subordinates' skills and encourages growth.

Change Management – Builds commitment and overcomes resistance. Communicates change effectively. Develops workable implementation plans. Monitors transition and evaluates results. Prepares and supports those affected by change.

Cost Consciousness - Conserves organizational resources. Contributes to profits and revenue. Develops and implements cost saving measures. Works within approved budget.

Planning and Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Quality Management – Fosters quality focus in others. Improves processes, products and services. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: Bachelor's degree in Business Management or related field preferred; Three to five years of management experience preferred.

Computer Skills:

Proficient in Microsoft Office including Word, Excel and PowerPoint. Proficient in current business systems.

Other Skills and Requirements:

- Excellent verbal and written communication skills.
- Excellent interpersonal skills with a proven ability to collaborate with a team.
- Excellent analytical and problem-solving skills.

- Extensive knowledge of computer systems and programming.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or able to quickly learn systems and software used by the organization.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date

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