JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| **TITLE:** | Installation Coordinator 1,2,3 | **DATE:** | 09/2016 |
| **REPORTS TO:** | VP PM & Service Operations | **FLSA STATUS:** | Non-Exempt |
| **DEPARTMENT:** | Service Operations | **MGT/SPVR:** | No |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUMMARY**

The Installation Coordinator acts as the primary point of contact for all projects/orders installing through Service Operations. Works independently, however understands and supports the planning efforts of project management, project coordinators and any other team member working with Service Operations. Directs and coordinates activities of assigned projects to ensure that tasks, objectives and goals of installation and services are accomplished within prescribed time frame and budget. Works regularly with warehouse, office, and management staff. Is highly communicative and technologically proficient and acts promptly on time sensitive tasks. Is calm under pressure and effectively handles many tasks with competing priorities and is able to identify and track next actions. Fully proficient in most of the essential functions of the position.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Within each project, owns the processes for successfully coordinating all aspects of installation preparation as it relates to Service Operations to support successful and profitable installations.
* Creates task completion targets within the task management system – using dashboards and calendars. Proficient in task completion.
* Fully versed in internal Service Operations processes and can use judgement, logic and common sense to move the project forward.
* Is proficient and consistent in communication via email, voice, IM and text.
* Confirms labor POs are updated and any discrepancies are resolved.
* Creates inbound shipment tickets in business system and tracks product and communicates issues.
* Reviews Scope of Services, project description, equipment and product requirements to ensure Service Operations is prepared with all required resources.
* Updates and communicates critical information regarding install coordination, updating notes and progress to ensure information is accurate and properly recorded in the business system.
* Ensures that all business processes are consistently updated in database and status is documented and communicated.
* Secures, reviews and ensures that all field documentation is printed and stored in the correct folders in mobile application. Creates project in mobile application and is responsible for keeping the information up to date. May print and distribute project paperwork.
* Understands detailed work plans to provide loading requirements per the installation schedule, material handling, logistical plans, loading requirements & identification of potential issues & problem areas.
* Monitors actual labor time expended on projects quoted to ensure up-to-date knowledge of % completion compared to actual time used. Reviews reports daily.
* Updates product pull requirements in databases – ensures that paperwork is accurate, goes out to the field and is returned from the field.
* May attend internal project coordination meetings.
* Facilitates changes to scope of work and obtains approved change orders within 72 hours as needed. Adds change order task to database.
* Confirms RTW paperwork and detailed punch list as received from the field and forwards to team within 24 hours. Updates as required.
* Confirms final client acceptance and sign-off upon completion and uploaded into database.
* Proficient in use of databases, basic-mid level user of Excel.

**SUPERVISORY RESPONSIBILITIES**

The Installation Coordinator does not directly supervise however may direct actions of multiple supporting positions within the Service Operations team.

**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.*

**EDUCATION and/or EXPERIENCE**

**Installation Coordinator 1** - Requires a high school diploma or GED and up to 2 years of related experience;or equivalent combination of education and experience. Has knowledge of commonly-used concepts, practices, and procedures within installation industry. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel.

**Installation Coordinator 2** - Requires a high school diploma or GED 2-5 years of related experience;or equivalent combination of education and experience. Familiarity with standard concepts, practices, and procedures within. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel.

**Installation Coordinator 3** - Requires a high school diploma or GED plus Bachelor’s degree in Construction Mgt, Interior Design, Engineering, or Facilities Mgt from four-year college or university and at least 5 years of related experience;or equivalent combination of education and experience. Familiar with a variety of the 's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Microsoft Word, and Excel.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to exercise independent discretion with regard to defining problems, collecting data, establishing facts, and drawing valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

The employee must provide own transportation, proof of valid state driver’s license, and proof of insurance of an operable vehicle.

**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.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel and to operate a computer keyboard, mouse, and telephone keypad. The employee is frequently required to reach with hands & arms; climb or balance; stoop, kneel, crouch, or crawl. The employee must frequently lift &/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee may be required to travel to client sites up to 80% of the time.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; and outside weather conditions. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate, but can be loud if working at a customer construction site.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.