JOB DESCRIPTION

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| **TITLE:** | Project Coordinator Supervisor | **DATE:** | 10/2019 |
| **REPORTS TO:** | SVP, Operations | **FLSA STATUS:** | Exempt |
| **DEPARTMENT:** | Operations | **MGT/SPVR:** | Yes |

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**SUMMARY**

The Project Coordinator Supervisor leads a team of Project Coordinators to successfully process client sales orders and vendor purchase orders, including tracking and documenting acknowledgements, to successfully fulfilling client orders to clients’ satisfaction. Plans, directs and coordinates activities of assigned Project Coordinators and supervises their day-to-day activities. Assists with training, workload management, process improvement, communication and adoption of best practices.

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

Workload Management:

* Manage own workload and delegate workload to supporting team members as required.
* Prioritize workload of project coordinator team by reassigning workloads to effectively support high volumes (peaks).
* Identify/obtain additional resources for secondary support for PTO and out of office requirements.
* Anticipate future resource requirements.

Oversight:

Utilize project process management system to:

* Partner with management for process improvement, technological innovation, implementation and training.
* Identify best order management practices and assist in their adoption.
* Assist with bid responses and presentations.
* Track, review and analyze team Project Coordinator performance metrics.
* Assist in managing the business system.
* Ensure successful execution of projects, including overall client satisfaction, on-time completion, and subsequent invoicing.
* Proactively work to solve project issues for the betterment of Pivot, the client and the project.
* Ensure that weekly team meetings are conducted, and project data is accurate and up-to-date.

Communication:

* Excellent written and verbal communication skills.
* Regular communication with direct manager regarding team performance.
* Articulate and qualify project coordinator department issues and concerns to direct manager.
* Regular communication with direct team of project coordinators.

Training & Development

* Demonstrate commitment to growth and development of the team.
* Coach team (project coordinators) in process, skill-development, problem-solving and critical thinking.
* Assist in development and presentation of content for monthly project coordinator meetings.
* Mentor and train new project coordinators.

**SUPERVISORY RESPONSIBILITIES**

The Project Coordinator Supervisor directly supervises employees within the assigned team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Participates in interviewing, hiring, training, and coaching employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Conducts regular 1:1 meetings with team, reviews and responds to 15/Fives. Reviews and approves time-off requests and expense reports.

**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**

Requires a high school diploma or GED plus related Bachelor’s degree and at least 7 years of related experience;or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Other responsibilities may include: assisting with project coordinator department meetings, leveraging technology to improve efficiencies, assisting with training and advocating growth/learning.

**SKILLS**

Proven track record of strong work ethic, client interface, dedication to clients and Pivot. Ability to shift from individual project focus to broader team focus. Critical and strategic thinking skills (e.g. ability to assess the big picture and provide direction on projects). Initiative to seek information, improve efficiencies, and resolve problems. Demonstrate professionalism in manner, attire and written/verbal communication. Show respect, flexibility, and patience with internal teams and clients.

**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 to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**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 sit and talk or hear. The employee frequently is required to stand; walk; and use hands and fingers to operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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

The noise level in the work environment is usually moderate.

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