



Job Title: Project Services Coordinator
Exempt: No
Job Type: Salary non-exempt, Full-Time, 40 Hours
Reports to: Opportunity Development Director

Basic Function:

Is responsible for the entire sales order fulfillment process, including management of customer orders from order entry through pre-installation providing support to sales personnel, and accurate and timely service to customers. Coordinates order entry, order management, factory interface and close-out of orders.

Specific Responsibilities and Duties:

Customer Service

- Communicates with customers regarding order status, punch list resolution and the scheduling of orders for delivery/installation when Project Manager is not assigned
- Provides clarifications and answers for customer's questions regarding order issues

Order Preparation

- Reviews and proofs order for basic information (ship to, bill to, contract number, etc.), accuracy and completeness
- Validates work order completion and acquires management signature if needed
- Enters orders into computer system; sends purchase orders to manufacturers

Sales Order Management

- Disperses order information to appropriate internal and external personnel (sales staff, operations, customer, etc.)
- Checks acknowledgments against order; resolves discrepancies with factory; sends acknowledgment to customer; verifies ship date with customer
- Maintains master sales order and work order files, ensuring file is complete and up-to-date

Installation/Delivery Folders

- Prepares installation/delivery packet for operations

Project/Account Coordination

- Initiates and oversees deliveries and small installations; provides order management on all work, including large projects
- Analyzes order requirements, details scope of work, requests service pricing and schedules work with dispatcher for deliveries and small installations
- Interfaces with factory on order status, current lead times, reservation of manufacturing for future/project orders, specials requirements, C.O.M. requirements, etc.

Equal Employment Opportunity Policy (EEO) Wittigs Office Interiors, Inc. and GENOA AWM, Inc. provide equal employment opportunities to all employees and applicants in all company facilities without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental and/or intellectual disability, age, military status, veteran status (including protected veterans), marital status, registered domestic partner or civil union status, familial status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, or sexual orientation in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.

Wittigs Office Interiors, Inc. and GENOA AWM, Inc. also participates in the E-Verify program. See <https://www.e-verify.gov/sites/default/files/everify/posters/EVerifyParticipationPoster.pdf> and https://www.e-verify.gov/sites/default/files/everify/posters/IER_RighttoWorkPoster.pdf

- Communicates with customer on schedule of work, site requirements and project parameters for deliveries and small installations
- Manages factory interface and shipping coordination when Project Manager is not assigned
- Coordinates Backlog meetings and ensures action items are completed within 48 hours

Returns:

- Reviews all product return paperwork for clarity and completeness; makes corrections and clarifications as required
- Acquires signatures from appropriate management personnel for action
- Keeps master record of all returns and follows up on timely action by appropriate management personnel

Compensation:

- As salaried, non-exempt, compensation at the base rate for 40 hours worked. Overtime pay of time and a half will be paid for hours worked after 40 hours in a workweek.
- If the need for overtime is anticipated to complete the week's work, supervisor must be notified in advance and approval obtained before working any hours beyond normal schedule.
- All time worked required to be reported on time card

Qualifications:**Education and Experience**

- Three years experience in related field.
- Exceptional verbal, written and presentation skills.
- Ability to work effectively both independently and as part of a team.
- Experience using computers for a variety of tasks.
- Competency in Microsoft applications including Word, Excel, and Outlook.
- Knowledge file management, transcription, and other administrative procedures.
- Ability to work on tight deadlines.