



Specializing in Fire & Water Damage Restoration

Job Title: Project Coordinator

Job Summary and Mission

This job contributes to New Life Service Co. success by assisting the project managers(s) to achieve business results while fulfilling our mission to enrich the lives of others by restoring our customer's property, supporting our community, and developing the next generation in skilled trades. The Project Coordinator (PC) is responsible for assisting project manager(s) with administrative needs pertaining to their department(s). The PC reports directly to the office manager and indirectly to project managers.

Summary of Essential Key Responsibilities

Note: Responsibilities and essential job functions include but are not limited to the following:

- Open jobs in Xactimate, enter information and floor plans.
- Research best materials and resources for jobs and budgets.
- Confirm fixture purchase details with customers, create purchase orders, place orders, and arrange delivery of materials and resources.
- Follow purchasing protocols and procedures when making purchases.
- Ensure all documentation is collected and saved to job folders, Encircle, and Job-Dox.
- Plan, schedule and communicate project logistics.
- Communicate job scope details to crews prior to jobs starting.
- Communicate regularly with customers with progress updates and next steps.
- Ensure company and customer satisfaction through professional appearance, expert workmanship, and polite communication.
- Ensure the efficient and profitable use of the company's time, labor, and materials.
- Work with subs and vendors to provide the best materials, equipment, and pricing.
- Assist with front desk operations as requested by office manager.
- Protect the company's property, do not use, or allow others to use company property without permission and according to policy.
- Report job progress, potential work obstacles and possible solutions to project manager(s).
- Maintain the operation, organization, and cleanliness of personal workspace.
- Attend company meetings as requested by management.
- Uphold, coach, and hold accountable self and others to our mission and core values.
- As business and staffing fluctuates, you may be assigned other responsibilities.

Qualifications: Knowledge and Experience with:

- Experience managing projects or other applicable transferable experiences.
- Safety and Health regulations and practices pertinent to the restoration industry.
- Harmful effects of hazardous or toxic materials and the protection and safeguards required when working with such materials.

Required Skills and Abilities:

- Demonstrated ability to negotiate acceptable resolutions
- Prepare, read, interpret and work from sketches, drawings, plans, and blueprints.
- Inventory management and material ordering.
- Demonstrated ability to direct the work of others.
- Demonstrated organizational abilities.
- Capabilities in computer applications and systems, Microsoft office suite.
- Hold a current driver's license and ability to operate a motor vehicle.
- Position requires vision to read printed materials and computer screens; hearing and speech to communicate in person and over the telephone.

Leadership Competencies:

(Abilities, knowledge, and skills that enable a person to effectively lead others)

- Builds and Maintains Relationships – Establishes positive connections with others so as to facilitate the attainment of business results.
- Achieves Measurable Results – Consistently exceeds goals, exceeds the expectations of others.
- Develops for the Future – Develops the skills and competencies of self and others.
- Deals with Ambiguity – able to successfully function during times of uncertainty and changing priorities without losing composure.

Core Competencies:

(Abilities, knowledge, and skills that enable a person to act effectively in a job or situation)

- Self-motivated.
- Humility, willing to ask for help.
- Composure, maturity to be professional.
- Works well with others, builds healthy relationships.
- Decision making, can work independently.
- Problem solver, logical or deductive reasoning for best possible outcome.
- Safety conscious, know and adhere to all safety standards.
- Teachable, committed to feedback cycle.
- Detail oriented, training the eye to see specific things.
- Tool savvy, comfort, and knowledge in use of tools.
- Clear communicator.
- Be Knowledgeable of customer, scope, budget, industry standards and relevant building codes.
- Culture keeper - stand up for our core values.

Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying:

- High School graduation.
- Prefer Post High School education, AA degree or higher.

Environmental Elements:

Employees work in environments with moderate noise levels. The work may involve exposure to moderate chemical odors, confined spaces, and some extreme environmental conditions. (IE Biohazard clean up like sewage or body fluids)

Working Conditions:

The typical work week is Monday – Friday 8:00a-5:00p. with an hour off for lunch. The nature of our company work is disaster restoration and emergency services. In order to fulfill our commitment to excellent customer service and good community service, we all expect to share the load by making occasional sacrifices of extra work time when necessary.

Note: management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions for the job.

Date Reviewed _____

Employee Name _____

Employee Signature _____

Employer Signature _____