



PROJECT COORDINATOR OF TEXAS OF SOUTH RIVER RESTORATION, INC.

Overall Summary:

Working under the supervision of the Director of Operations, the Project Coordinator (PC) collaborates with Project Managers, Sales Estimators and Field Supervisors in the management of home and business mitigation and restoration projects ensuring compliance with programs and procedures and proper client/customer documentation. The PC will deliver high-quality customer service to internal and external customers.

The Project Coordinator will be cross-trained to have a diverse knowledge of Mitigation and Reconstruction functions, rather than specializing in one specific area to ensure the best possible customer experience can be achieved. The PC must have the ability to work effectively both independently (with minimal supervision) and within a team environment. He or she will need to be able to prioritize and complete tasks that avoid delays in workflow; taking full responsibility for the accuracy and completeness of work.

Specific areas of responsibility include (but are not limited to):

Project Management/Administrative Responsibilities:

- Thorough phone intake of jobs ensuring accurate classification of job types and data. Proactively communicates with customers in an effort to secure property restoration contract upon completion of the mitigation efforts.
- Creation and maintenance of job folders.
- Data entry into PSA ensuring records are accurate and complete throughout the duration of the job. This includes ongoing clean-up of database, verifications, tracking and filing data.
- Work with the field staff to update PSA notes and communicate with adjusters and vendors. Input EVOICE notes into PSA system
- Works with field staff to keep job activity current, as well as review the JMR to keep on top of jobs that may be close to out of tolerance and alert team.
- Assist in maintaining compliance with Program assignments through Xactanalysis and/or other third-party program provider software.
- Schedule all appointments for Mitigation and initial site inspection appointments for Reconstruction. May assist in other scheduling as needed.
- Preparation of various project-related documents including but not limited to, letters, proposals, COS, memos, contracts and reports.
- Prepares the Digital Photograph Inventory (DPI) books for customers.
- Submit ITEL samples for testing via direction from field staff.
- Prepares for and participates in weekly production meetings, as requested.
- Write estimates and sketch based on approved format. Ensure all costs are in (working with field staff) prior to submitting final estimate. Make estimate adjustments based on adjuster feedback.
- Assist with general housekeeping as it relates to reception area, conference room and kitchen.
- Assist and help to manage accounting functions (e.g., AR, AP, payroll, check runs, liens).



Delivering Customer Satisfaction through Communication:

- Serve as a main point of contact to customers, adjusters, property managers, etc., during the duration of a job. This may include initial intake, request for information, updates or complaints.
- Provide communication updates to current clients (combination of daily and weekly updates).
- Communicates with field staff on a daily basis.
- Conduct final “follow up” phone call upon closing to say “thank you” and check on the overall job.
- Electronically send Quality Control Questionnaires (QCQs) in a timely fashion. Receive and process all QCQ’s returned. Includes following up with “thank you” and google review request on positive QCQs.

Industry Expertise and Personal Development: The PC will be expected to learn about the industry and current trends in the industry. This includes attending professional workshops and seminars to continue to grow.

Miscellaneous: Performs all other duties as may be assigned.

Skills Needed:

- High School Diploma or equivalent.
- Three years of directly related administrative experience or five years of directly related customer service experience preferred; or any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
- Microsoft Office (Excel, PowerPoint, Word).
- Communication (written and verbal, organizational and detail oriented).
- Problem solving and decision-making.
- Solutions oriented, with exceptional customer service skills.
- Detail oriented and strong organizational skills a must.
- Strong time management



Work Environment and Physical Requirements:

- The PC Office is open from 7:30 a.m. to 5:30 p.m. and our work shifts are staggered during that time frame to allow for a better customer experience. Overtime may be required to meet project deadlines and to properly serve emergency events which occur on a 24/7 basis. This position requires after-hours on-call rotation. During “CAT Mode” (claims are coming in in mass quantities due to severe weather, frozen pipes, etc., resulting in an increased volume of work) it may be required to work nights and/or weekends.
- Standard office environment – sitting, walking, standing – with use of information technology may apply such as cell phones, email, keyboarding, reporting software.
- Good organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions. Organizational skills sufficient to prioritize work and complete assignments accurately, either independently or as part of a team, under pressure of competing deadlines and with frequent interruptions, working from own initiative and/or following direction, policies, or procedures. Ability to identify customer needs and maintain and support a customer service philosophy. Ability to use analytical and decision-making skills to offer options and resolve problems in a variety of contexts.
- As our work takes us into the homes and businesses of others, successful passage of post-offer pre-employment and annual background checks as well as drug screening.
- Business Casual Attire, see attached description.

Acknowledgement:

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to change this job description at any time.

Project Coordinator

Date

Human Resources

Date

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This job description in no way states or implies that the tasks and responsibilities identified herein are the only tasks and responsibilities that the employee occupying this position may be required to perform. Requirements stated herein are minimum levels of skill and or abilities to qualify for the position. This document does not in any way create an express or implied contract of employment, or change the nature of the chosen employee’s at-will employment. Nothing in this job description restricts the company’s right to assign or reassign duties and responsibilities to this job at any time. The company is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, sex, national origin, age, ancestry, disability, pregnancy, marital status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. All employees and job applicants will be treated in all respects on the basis of their merit and qualifications.

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