



Interiors for Business, Inc.  
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## Job Description – Project Coordinator

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Title: Project Coordinator

Reports To: Pete Molenhouse

### Summary:

The role of Project Coordinator will work on furniture projects with a total sell of between \$5,000,000 - \$15,000,000 per year. The objective of this job is to successfully manage the execution of projects, post order and support the Customer Journey. The Project Coordinator primary responsibility is to work with IFB Team Leaders and customers on assigned accounts and coordinate all activities related to the order management process including order follow-up, site visits during installation, punch list and resolution. The Project Coordinator is to keep the project and all related processes running smoothly and communicate to the stakeholders.

### Objectives & Outcomes

Objective	Outcome
Project communication with internal & external clients	A well-informed Team and client on the status of the project throughout the project
A well-executed Project	A successful and profitable project with minimal surprises
Communication of Invoicing Requirements Internally	Satisfied customer and improved cash flow for Interiors for Business, Inc. (IFB)
Punch List resolution within 15 days	Happy customer and all final invoices paid
Manage Order Status Reports between 75 and 150 orders per year	Help with team capacity to manage workflow

### Job Accountabilities & Responsibilities

#### Project Based Responsibilities:

- Initiate and maintain contact with Customer on all aspects of Order/Project after the order has been entered
- Review of all order information and confirm the order's current scope; bring any issues to the attention of the IFB Team
- Monitor order status & perform customer service functions for project orders
- Expedite Estimated Ship Dates with manufacturers/suppliers as required to meet requested installation dates
- Work with Customer Service to process all order/project change orders
- Coordinate all additional service requests and make sure that requests beyond original scope are invoiced by accounting
- Schedule all deliveries and installations with Installation subcontractors and customers
- Ensure installation drawings are forwarded to Installation subcontractor prior to job start (preferably 5 days before)
- Walk through completed jobs with customers and document potential punch-list issues

#### Reports and Deliverables:

- Expedite, coordinate and resolve all deficiencies per punch-list report as quickly as possible
- Create and maintain the punch-list based on client walk through
- Verify all order/project delivery/installations have been completed per specification

- Initiate invoicing process immediately upon the completed phase/project
- Review Customer Order Status Report & update all outstanding order issues for accounting
- Complete and maintain Project Schedule/Status Reports for all Projects; keep IFB Team and client updated

#### Project and Team Meetings:

- Schedule and conduct project planning/phasing Meetings (pre-install) with IFB Team and monitor activity/progress on a regular basis
- Participate in review meetings with the IFB Team
- Available to resolve installation issues during non-regular working hours – via mobile phone
- Fulfill Project Management responsibilities for Steelcase Network Projects
- Participate in Department meetings to further develop the department objectives
- Support all initiatives with respect to Health and Safety in the workplace
- Other duties as required

#### Core Competencies:

- Ability to multi-task and to be flexible
- Strong organization skills and time management skills
- Strong oral and written communication skills
- Ability to mentor and help lead other project coordinators
- Critical thinking to make decisions and solve problems
- Be able to work as part of a team
- Accuracy and high attention to detail

#### Qualifications and Experience:

- Coordination and administrative experience; minimum 5 years' experience
- High School Diploma minimum, post-secondary education preferred
- Proficient in Hedberg
- Excellent working knowledge of current Microsoft Office including Excel, Outlook and Word
- Experience with customer interfacing, both internal and external clients
- Experience with Office Furniture and related services is helpful
- Experience in Project implementation
- Strong administrative skills with sharp attention to detail
- Excellent organizational skills
- Excellent problem-solving skills & multitasking capabilities
- Knowledge of the IFB Order Fulfillment Process
- Strong leadership skills and ability to perform well in a team environment

#### Working Conditions:

- Primarily based out of IFB HQ in Batavia, Illinois
- Some travel to client sites mostly within Chicago Metro with only occasional trips out of state
- Available to resolve installation issues during non-regular working hours via mobile phone