



Project Coordinator **JOB DESCRIPTION**

Employment type: Full-time Non-exempt

Hours: 8:00am-5:00pm Monday - Friday (hours may vary) and after-hours as needed

Benefits: Excellent benefit package including retirement plan, paid time-off and paid holidays

The Project Coordinator is an important member of the restoration project team as they are responsible for coordinating various aspects of the project including client communication, scheduling, time lines, data entry, invoicing, etc. This requires the ability to successfully navigate an often, fast paced environment including transitioning between multiple software programs simultaneously while handling incoming phone calls and assisting team members with various administrative tasks.

The ideal team member must have prior customer service experience, professional phone etiquette and interpersonal skills as well as excellent organizational and communication skills. In addition, the ideal candidate must demonstrate the ability to maintain accuracy and efficiency while managing multiple tasks simultaneously such as receiving information orally and disseminating it electronically. Due to the nature of our industry this position requires working administrative duties after hours/on-call on a rotational basis above and beyond your normal work day. This may mean nights, weekends and/or holidays.

Overall Responsibilities:

- Professionally represent **Carolina Restoration Services' Purpose and Core Values**



- Receive multiple calls daily. Obtain required information from the caller while being mindful and empathetic to their circumstance and the reason for their call to our office
- Work in cooperation with all departmental coordinators as well as all levels throughout the organization to ensure exceptional customer service to our clientele
- Work with multiple software programs; MS Office; Word, Excel, Outlook, DASH, XactAnalysis and Symbility

<continued>

This is not an all-inclusive list of every job duty affiliated with the Project Coordinator position and is subject to change.

Overall Responsibilities - continued:

- Upload documents and job status information, generate invoices and various reports
- Professionally create and respond to emails from customers, insurance adjusters, agents, etc.
- Schedule appointments with customers and make follow-up calls in a timely manner to communicate updates and schedule changes
- Maintain appointments on the Google company calendar
- Setup of job files and prepare job related paperwork
- Scan documents onto server and maintain organization of electronic files
- Facilitate the prompt resolution of customer concerns
- Be able to work after hours/on-call (from home) on a rotational basis receiving emergency service call requests using a company provided cell phone, tablet and Internet access

Physical Demands:

Sedentary- Work is performed sitting down for 6-8 hours per day with exposure to electrical office equipment. Exerting up to 10lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body and may involve walking or standing for brief periods of time.

- Fingering – Picking, pinching, typing or otherwise working, primarily with fingers rather than the whole hand as in handling.
- Repetitive Motion – Substantial movements (motions) of the wrists, hands, and/or fingers.
- Talking – Expressing or exchanging ideas by means of the spoken word to others accurately and quickly when necessary.
- Hearing – Receiving detailed information through oral communication at normal speaking levels with or without correction.
- Listening – Understanding information and ideas received through spoken and written words
- Vision – Close visual acuity to perform activities such as; preparing and analyzing data and figures, transcribing, viewing a computer monitor, extensive reading without or without correction.

Work environment:

Work is performed in an office environment, specifically the front office reception area, without substantial exposure to adverse environmental conditions, but on occasion it may be required to perform job duties outside of the typical office setting.

Job Qualifications:

- 3+ years of previous customer service experience
- 3+ years previous office administrative experience in a fast-paced office environment
- Must be able to work after hours/on-call (from home) on a rotational basis
- Restoration or construction industry experience a PLUS
- Excellent data entry skills – high level of accuracy
- Advanced computer skills with Microsoft Word, Excel and Outlook. DASH software a PLUS!

<continued>

This is not an all-inclusive list of every job duty affiliated with the Project Coordinator position and is subject to change.

Job Qualifications - continued:

- The ability to adjust to changing priorities on short notice
- Professional appearance and demeanor
- The ability to work after hours/on-call on a rotational basis

All employees must pass a pre-employment drug screen and criminal background screening.

All employees must have a valid driver's license and a clean driving record.

Equal Opportunity Workplace.