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JOB DESCRIPTION

Job Title:	Project Coordinator	Job Series:	OPS
Reports to:	Manager Special Projects	FLSA Status:	Exempt
Department:	Customer Operations	Division:	Customer Operations

The Company: Inside Edge is a progressive, entrepreneurially spirited company headquartered in Eagan, MN. Named a 5X Top 100 Workplace, the company originated in 2004, and has grown to be the national leader in commercial retail flooring services. We do business with the nations “Top 40” retailers (i.e. Kohls, Target, Dick’s Sporting Goods, Office Depot, Party City, Best Buy, etc.) and the top Senior Living chains. The company’s “program” approach is unique in the market and is supported by industry leading technology - - including a proprietary IEX on-line project management system - - which has enabled significant growth.

Job Summary: This role coordinates small to mid-sized commercial flooring installation projects and retail facility repairs. This includes scheduling site inspections, directing installation teams, monitoring ongoing projects, communicating with customers, progress documentation, and managing a work order system within an on-line project management system. In this role, the project coordinator must have the flexibility to work in the office and take occasional phone calls outside of business hours. A significant amount of time is spent on the phone and computer keeping crews on schedule and customers up-to-date and informed on a daily basis. The position requires the ability to juggle multiple projects and tasks at one time and can require responsiveness at a fast pace. The person in this role needs to be comfortable with changes and highly adaptable, while still having a respect for procedures.

Essential Functions/Accountabilities: include,

1. Ensure that flooring projects are coordinated and move forward in a timely, cost-effective manner .
2. Work closely with Inside Edge’s flooring Service Provider Network to ensure best quality installations
3. Work closely with Inside Edge’s customers – both at project and corporate level, to ensure maximum satisfaction.
4. Proactively apply strong problem-solving and customer service skills to effectively see a project through from start to completion.
5. Manage a budget for each project, including sourcing labor, variance documentation and vendor invoice reconciliation.
6. Document project progress – in both Inside Edge’s project management system as well

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as customer project management systems.

7. Occasionally work evenings and weekends to facilitate solutions when necessary (i.e. when unforeseen issues arise on-site).
8. To take accountability for issues, seeing them through to completion while keeping stakeholder parties involved and informed at all stages, as necessary.
9. Attending team meetings as required to share information regarding project progress and developments and to gather information about future needs or projects.
10. Committing to professional development through self-paced study and/or relevant training as approved by Manager.
11. Have a keen eye for detail and a respect for protocol and the ability to follow procedures with accuracy.
12. Performs other related duties as assigned.

Special Note

- This position functions in an office environment. It does not involve on-site construction in the field, with the exception of an occasional local jobsite visit.

Competencies

- Customer Service Aptitude
- Problem-solving
- Oral Communication
- Written Communication
- Interpersonal Skills
- Computer Literacy
- Keyboard Skills
- Organization
- Planning
- Reading Skills
- Time Management
- Attention to Detail
- Flexible Schedule

Qualifications

One of the following:

- Bachelor's Degree in Construction Management desirable
- 2-Year Degree from Technical College Construction Management Program with minimum 2 years of industry experience
- High School diploma and two-to-five years of practical work experience.
Internal Candidates: Minimum of 1 year of experience within Inside Edge.