



Career Opportunity: Project Coordinator

POI is a workplace solutions company which focuses on creating spaces people want to go to.

Position Summary

Under the direction and guidance of the Manager, Client Experience, the Project Coordinator's role is to successfully manage the coordination, and close out of projects post order conversion. The Project Coordinator's primary responsibility is to work with Account Executives and customers on assigned accounts and coordinate all activities related to the order management process including customer service, order follow-up, delivery and installation, invoicing, deficiency follow-up and resolution. The Project Coordinator ensures the project and all related processes run smoothly.

Competencies

- Client/Customer Focus
- Professionalism
- Multi-tasking & Flexibility
- Organization & Time Management
- Strong Communication skills & Attention to Detail
- Critical Thinking
- Teamwork

General Responsibilities

Order/Project Based:

- Initiate and maintain contact with customer on all aspects of Order/Project
- Review all order information and floor plans to confirm the order's current scope
- Monitor order status & perform customer service functions for all orders
- Check, validate and post vendor acknowledgements, resolve discrepancies and adjust orders as required
- Expedite estimated ship dates w/manufacturers/suppliers as required to meet customer requested date
- Process all order/project change orders following Change Order Process
- Coordinate all additional service requests
- Schedule all deliveries and installations with the Delivery & Installation Team
- Schedule delivery and installation on large projects with Field Project Supervisor
- Ensure complete delivery and installation package is forwarded to Installation Department

Reports and Deliverables:

- Obtain customer acceptance/sign off on all order(s)/project(s)
- Resolve deficiencies - order, expedite, coordinate and resolve all deficiencies per punch-list/deficiency walk through report (OIM's should be resolved within 15 business day unless there are extenuating circumstances)
- Create and maintain the punch-list based on client walk through & OIM; issue to client and sales weekly
- Verify all order/project and delivery/installations have been completed per specification
- Review and reconcile final order(s)/project(s) prior to close out to ensure any all changes have been captured accurately and balance to original approval/PO value
- Close out all orders to initiate invoicing process within 5 business days of the completed phase/project
- Maintain order/project files to ensure all required documentation is saved accordingly



- Complete monthly review of Customer Order Status Report & update all outstanding order issues for accounting
- Complete and maintain Project Schedule for all Projects; keep sales and client updated

Project and Team Meetings:

- Schedule and conduct pre-install meetings with Sales Exec, Studio, Field Supervisor/D & I and monitor activity/progress on a regular basis
- Participate in review meetings with the Sales Team/Account Executive
- Participate in regular touchpoint meetings with customers when needed
- Available to resolve installation issues during non-regular working hours
- Fulfill Project Coordinator responsibilities for Network Projects or Regional Offices
- Participate in department meetings to further develop the department objectives
- Support all initiatives with respect to Health and Safety in the workplace, which includes review our health and safety policy on a quarterly basis
- Other duties as required

Your Skills and Experience

- Minimum 5 years' experience; Project Coordination preferably in the corporate furniture industry
- High School Diploma minimum, post-secondary education preferred
- Proficient in Hedberg and all related software programs (Microsoft Office)
- Experience with customer interfacing, both internal and external clients
- Strong experience of Project implementation
- Excellent problem-solving skills & multitasking capabilities
- Knowledge of the POI Order Fulfilment Process preferred
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Work Conditions

- POI's working environment is supportive of employee wellbeing, encourages collaboration and promotes continuous improvement on an individual and organizational basis
- Available to resolve issues as they arise during regular hours of afterhours when required
- Travel to client site, generally within the GTA is considered a part of this job description (Valid driver's license and access to a vehicle is essential)
- Based out of POI LivingLAB – Toronto, Ontario

What We Offer

- Talent experience that empowers our people with unlimited opportunities to do meaningful work and to grow, learn and lead at every point in their career.
- Newly designed offices that offer unique workspaces that strengthen connections and inspire innovative ways of working.