

JOB DESCRIPTION 4-24-17

DEPARTMENT: Client Services

MANAGER:

Brian Kile

JOB TITLE: Project Coordinator

DATE UPDATED:

2/6/18

COMPANY BACKGROUND

Creative Materials Corporation (www.creativematerialscorp.com), established in 1993, specializes in the supply of architectural tile and natural stone to the commercial construction industry. With corporate offices in Albany, NY and established markets across the U.S., Creative Materials represents hundreds of manufacturers of interior and exterior finish materials worldwide and excels in the promotion and specification of said materials with architects, interior designers and multi-unit corporate brands. With a focus on large commercial projects and multi-unit national account brands, Creative Materials can provide its clients with a unique value proposition including dedicated service teams, project management and superior logistics services ensuring that the supply of its building materials to complex commercial construction projects is achieved on time and on budget.

Creative Materials closely manages all projects from the initial design and specification stage to ordering and delivery of material. The company also provides value-based information on installation and maintenance. Logistics, customer service and sales departments are all integrated and create an attentive and dedicated team that proactively responds to the client and understands the entire design, development and construction process.

LOCATION

Position is based in Creative Materials' Boston office on D Street.

SUMMARY

Reporting to the Client Services Manager, a Project Coordinator plays a vital role as the primary owner of post-specification project management for all projects within a specified region. Although in a team environment, this position requires a detail-oriented, proactive, and engaging professional who takes ownership of their responsibilities with an emphasis on anticipating the needs of the organization, architecture & design clients, and customers. A Project Coordinator must be self-motivated, organized, and disciplined to execute in a multi-faceted business environment proactively – strategic, planned, and purposeful activity is essential in maximizing the customer experience and to organizational success. Ability to build external and internal relationships is a must.

RESPONSIBILITIES

- Develop, expand and leverage relationships with general contractors and subcontractors with a focus on helping them stay on their construction schedule.
- Working independently, gather information to determine those general contractors and tile subcontractors that will be bidding on construction projects we have been specified on and provide price quotes to said contractors/subcontractors.

- Work with external customers to confirm and/or obtain all information necessary to finalize sales orders, with special attention being paid to lead times, products and quantities, delivery parameters and requirements, and payment arrangements. Responsibilities related to sales order finalization include:
 - Checking stock availability of requested products, whether at Company third-party warehouses or manufacturer facilities.
 - Entering relevant project information into Salesforce.com so that appropriate sales quotes and/or orders for customers can be created by team member.
 - Working with external customers to obtain approvals on sales orders and verifying that payment arrangements which were made are executed against in advance of order moving to the shipping department, as required.
 - Ensuring that all requisite activities and paperwork has been handled and that a sales order is set up for success before transitioning the order to the shipping department for release and shipment to the end-customer.
- Proactively work with General Contractors, Sub-contractors and Architects to provide required submittal samples; including the preparation of sample transmittal letters.
- When needed visit contractors in-person, either for a specific purpose or general touch base.
- When not meeting in-person, schedule and adhere to an agreed upon meeting cadence with contractor base to gather information about multiple projects in an efficient manner.
- Project Coordinators are responsible for forecasting within their region with respects to material needs and revenue. PC's provide quarterly forecasts and updates on the performance of their region as related to specific revenue goals.

SKILLS AND QUALIFICATIONS

- Strong competency in standard MS Office applications, especially Outlook, Word and Excel.
- Strong interpersonal skills – notably communication, engagement and confidence.
- A background in a construction-related industry preferred, but not required.
- A high attention to detail and a keen ability to function in a constantly-changing environment which requires rapidly shifting priorities.
- A proven track record of success with both individual and collaborative problem-solving, showing demonstrable evidence of sound judgment and decision-making.
- A degree in a related field which is supportive of the role is strongly preferred, but not required.
- While experience is helpful, recent or upcoming college graduates are encouraged to apply.