

JOB DESCRIPTION

DEPARTMENT: Client Services

MANAGER: Brian Kile

JOB TITLE: Construction Project Coordinator

DATE UPDATED: August 2020

COMPANY BACKGROUND

Creative Materials Corporation (www.creativematerialscorp.com), established in 1993, specializes in the supply of LVT, ceramic and porcelain 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 is able to 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 Albany, NY

SUMMARY

Reporting to the Client Services Manager, a Construction Project Coordinator plays a vital role as the primary owner of post-specification project management for 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 Construction 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 – specifically with estimators and purchasing agents – with a focus on helping them stay on their construction schedule.
- Identifying lead times and addressing potential risk (including discontinuations)
- 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.

- Understand the scope of all specified projects and quote in accordance with the Creative Materials price guide and freight matrix.
- 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 fulfillment 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 fulfillment department for release and shipment to the end-customer.
- Problem-solving order requirements post-sales order
- Proactively work with General Contractors, Sub-contractors, and Architects to provide required submittal samples, including the preparation of sample transmittal letters.
- Support lead/demand generation.
- Garner and maintain a deep knowledge of competitive products and be able to serve as a resource for selecting alternative but comparable material options
- Product presentations to clients
- Embody company values of client-first; one company, one team; creativity; and care about others.

SKILLS AND QUALIFICATIONS

- Ability to build and maintain trusting relationships with contractors, specifically focused on Estimator and Purchasing relationships
- 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.
- Ability to learn and understand our role in the construction lifecycle and effectively manage relationships and projects accordingly
- 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.
- Be able to rally internal teammates around the successful completion of projects.
- 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.