

# JOB DESCRIPTION

**DEPARTMENT:** Client Services

**JOB TITLE:** Construction Project Coordinator

**MANAGER:** Brian Kile

**DATE POSTED:** August 2021

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## COMPANY OVERVIEW

Established in 1993, [Creative Materials Corporation](#) supplies surface materials such as tile, resilient flooring, pavers and setting materials to the commercial construction industry. Utilizing extensive experience, Creative Materials guides architecture firms, developers, and corporate multi-unit brands through product specification and the successful supply of materials. Creative Materials adds value to client's projects by offering an unmatched combination of product sourcing capabilities, nationwide supply chain solutions, and excellence in service.

## COMPANY VISION

To set a new standard for partnering with surface material suppliers on commercial projects.

## COMPANY MISSION

To help our clients design and build better communities by simplifying the selection and supply of surface materials on commercial construction projects.

## COMPANY CORE VALUES



*One culture, aligned around the same vision, living by the same values. We trust one another to do our part as a team to make each project successful.*



**Care About Others**

*We recognize that successful business outcomes require successful people outcomes. Our first priority is to be people helping people.*



**Client First**

*We are a service company that happens to sell products. It's how we apply thoughtfulness and problem solving to help clients achieve the best outcomes possible that sets us apart.*



**Creativity**

*In a rapidly changing world, what worked yesterday may not be effective today. We challenge the status quo, encourage innovation, and aspire to set new standards of how value can be offered to our clients.*

## LOCATION

Position is based in Creative Materials' New England office located in Boston, MA. Company is currently offering a flexible/remote work policy for the safety of its employees during the COVID-19 pandemic.

## **POSITION 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.