

5.24.17

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Account Coordinator</b>	<b>IPP:</b>	GREEN
<b>Job Level:</b>	L1	<b>Job Series:</b>	OPS
<b>Reports to:</b>	SVP of Operations	<b>FLSA Status:</b>	Exempt
<b>Department:</b>	Operations	<b>Division:</b>	Operations

**Job Summary:** This role assists in the coordination of flooring installation projects and will focus on supporting existing Account Managers that are handling our top national account customers. This role supports day-to-day activities. This job 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:

- Ensures that flooring projects are coordinated and move forward in a timely, cost-effective manner and make changes and adjustments as needed.
- Proactively apply strong problem-solving and customer service skills to effectively coordinate project details.
- Be attentive to detail and demonstrate a respect for protocol and the ability to follow procedures with accuracy.
- Develop a proficiency for operating in the IEX System and:
  - Enter data for address set up
  - Take ownership for updating Cust x (Customer data)
  - Create jobs and send required information to Estimating
  - Maintain Work Orders
  - Provide daily updates on projects
  - Ensure job updates (starts, punches and completions)
  - Ensure job closings and financials/variance assessments
  - Assist with scheduling projects
  - Complete "Ultimate Edge" project communications document as needed.
- Occasionally work evenings and weekends to facilitate solutions when necessary (i.e. whenever down time or deadlines demand).
- Takes ownership for Customer Portal management and document collection from end-user into customer portals.
- Keeps product order sheets current.
- Conducts pricing and margin analysis.
- Facilitates "go-back" reporting and execution.

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- Actively involved in costing and understand how travel affects projects.
- Assists with RFI's (Request for Information) to fulfill replying to prospects or existing customers as needed.
- Audits jobs to ensure that margin goals or requirements are met.
- Identifies areas for improvement within the IEX (Information Exchange) System to optimize the ability to work efficiently and effectively to meet the needs of internal and external customers.
- Displays ownership for documenting problems, proactively proposes solutions, and exhibits follow through to completion, while keeping stakeholder parties involved and informed at all stages, as necessary.
- Attends team meetings as required to share information regarding project developments, as well as to gather information about future needs or projects.
- Establishes, organizes and maintains project assets and records, ensuring complete accuracy and confidentiality.
- Demonstrates an "I can" attitude and a commitment to delivering exemplary service when interacting with internal and external customers.
- Commits to professional development through self-paced study and/or relevant training as approved by Manager.
- Performs other related duties as assigned.

### Key Characteristics

- 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.
  - Two-Year Degree from Technical College Construction Management Program with minimum two years of industry experience.
  - High School diploma and two to five years of practical work experience.  
*Internal Candidates: Minimum of one year of experience within Inside Edge.*
  - Two to five years of construction or flooring specific industry experience.

### Additional Note

- Work in office environment vs. outdoor on-site construction.