



Job Title: Project Coordinator I

Reports To: Cloud Services Manager

Job Overview: Oversee the implementation and installation of business telephone systems to ensure a seamless transition for the customer from their existing telecommunications services to the new system while leveraging all the new features and functionality of the product. The PC serves as the single point of contact for the customer for the duration of the project, as well as the team leader while at the customer site. Works under moderate supervision within established procedures associated with the specific job function. Has gained proficiency in multiple competencies relevant to the job.

Project Coordinator Responsibilities and Duties:

- Schedule and facilitate internal and external meetings in accordance with defined processes.
- Set and manage project timelines and milestones.
- Interact with 3rd party vendor systems to place orders for telecommunications services. Monitor for accuracy and completion to meet timelines.
- Create and maintain documentation as needed for the operations team and specific projects, including user guides, process docs, technical documents for programming, etc.
- Schedule, facilitate and conduct on-site and/or remote end-user training classes on system operation and software.
- Perform customer care tasks such as providing phone coverage, entering work requests, and processing and managing Move/Add/Change requests.

Qualifications:

- Education – High School diploma
- Experience – 1 – 3 years in Project Management, Advanced Customer Care, or relevant technical or educational experience
- Skills – MS Word, Excel, Outlook
- Personal characteristics – detail oriented, able to manage multiple tasks, good communication skills
- Certifications – ability to obtain PM certification
- Licenses – must have valid Driver’s license
- Physical Abilities – Must be able to stand for extended periods, carry up to 20 lbs. and present a well-groomed image