



Project Coordinator Job Description

The Project Coordinator is responsible for speaking with potential customers, ongoing customer follow up, handling service complaints, dispatching field personnel to jobs while ensuring that tasks and deadlines are met.

The coordinator will be responsible to follow up daily with the field and office team to ensure that all required internal and field documentation, estimates and procedures are followed according to required company guidelines in the documentation protocol, the mitigation flows and any other related guidelines. A successful coordinator will possess tenacity and thrive in a fast-paced environment. The coordinator who is detail oriented and able to focus with many projects in varying degrees of completion will be most successful in this position.

Principle Duties and Responsibilities

- Prioritizes scheduling of emergency projects as they come while balancing day to day projects
- Take new losses including emergencies and coordinate scheduling
- Assign new projects to Estimators and technicians
- Enters new client information into Xcelerate
- Daily review of compliance tasks and all job tasks are completed on time
- Complete and review Xcelerate and Encircle file documentation for invoicing
- Monitor and update jobs in required CRM making sure the job flows efficiently through the claims process requirements and cycle times
- Ensure that uploaded photos and other documents are appropriately described, titled and uploaded in real time
- Ensure daily notes are entered in all jobs, contacting relevant participants and escalating to the department manager as required
- Work with homeowners and other appropriate parties to fill in missing data not obtained on initial call for projects
- Manage customer service issues and complaints until escalation is needed
- Ensure constant, often daily, communication with the customer,
- Communicate with adjusters as needed for projects including updates, invoicing, and documentation
- Communicate professionally and considerately with homeowners, insurance adjusters, property managers, staff, and subcontractors via phone and email.
- Exhibit customer service skills by communicating with everyone including customers, vendors and temporary help in a professional, kind, respectful and honest manner
- Communicates with management in a timely, respectful, honest, and professional manner
- Execute clerical and general office duties such as data entry, typing, copying, scanning, and other administrative tasks as requested.
- Assist with social media and marketing posting and content
- Schedule asbestos and lead testing with approved companies
- Assist various company managers in general administrative duties.
- Create repeat customers by exceeding their expectations for quality and delivery of disaster restoration and cleaning services



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- Participates in on-call phone rotation after hours