

Job Description

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|---------------------|----------------------|----------|
| Job title | Project Co-Ordinator | Date |
| Reports to (title) | | |
| Contract/Department | | Revision |
| Location | | |

Job purpose

Describe the overall purpose of the job in two or three sentences.

To support the Team in the smooth and effective administration, front line customer engagement and co-ordination to ensure a consistent and professional approach is applied throughout.

To deliver a consistent document and reporting platform, covering all activities across the entire projects, from initial enquire through to project completion.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Support the Account Manager

- Collate and track new project enquiries through to completion on EMCOR's in-house software package. (training will be given)
- Develop and maintain individual client report trackers accurately and issue to a frequency agreed by customer.
- Maintain the Client tracker to a detailed level that allows local, regional, national monthly/quarterly reports are collated in an efficient and timely manner.
- Assist PM with resource monitoring to allow peaks and troughs of work to be identified and smoothed.
- Maintain weekly conference calls/meetings to ensure report data is accurate at all times.
- Organise and co-ordinate all project handovers from estimating to Operational. Ensure all minutes are issued with agreed actions monitored and closed out.
- Assist Operational groups in site set/start up, utilising consistent template/framework.
- To maintain direct communicating lines with customers as and when required to ensure they are provided with clear and accurate updates at all times.
- Able to work as part of a larger team
- Ability to introduce new ideas and improve efficiency of the entire group
- Conscientious
- Able to work under pressure and to defined deadlines
- Understanding of Quality Assurance and service delivery processes.
- Excellent customer care skills
- Good communication skills

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- Good IT skills including Word, Excel and PowerPoint. Advances excel desirable but not essential.
- Good telephone manner.
- Good timekeeper.
- Oracle / JDE experience desirable but not essential
- Processing of O & M Documentation
- General support to Administration, Commercial and Operational Teams when required

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Thorough understanding of Project Co-Ordination.

- Good interpersonal skills – proficient communication skills, both written & verbal with demonstrated ability.
- Experience within similar role or transferable skills from related role.
- Good IT skills.
- Smart, presentable appearance.
- Personable and approachable.
- Good interpersonal and customer relationship skills.
- Good command of the English language both written and verbal.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Job Description

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| Line Manager <i>Signature</i> | |
| Print Name | |
| Date | |

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|--------------------------------|--|
| Job Holder <i>Signature</i> | |
| Print Name | |
| Date | |

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|-------------------------|--|-------------------------------|--|-----------------------------|--|
| <i>FOR HR USE ONLY:</i> | | | | | |
| <i>Job Grade</i> | | <i>EMCOR Competency Level</i> | | <i>Training Profile UTC</i> | |