**Job Title:  Team Coordinator                                                                              FLSA:  Non-Exempt**

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**DEFINITION**

To coordinate the clerical, administrative and accounting functions of selling and managing jobs on behalf of the Team Leader and Project Managers. This position is also responsible for handling the phone duties associated with the Team, or as assigned.  This is an AT WILL position.

**SUPERVISION RECEIVED**

Receives direction from the Team Leader/Project Manager and Office Manager.

**ESSENTIAL FUNCTIONS OF THE POSITION**

* Coordinates office schedules, contacts customers regarding late arrivals for Team Leaders and Project Managers
* Works with collections regarding collecting deductibles, progress payments and final payments, when needed
* Coordinates with other departments and office staff to complete projects, paperwork and keep the processes timely for each project
* Completes project tracking reporting, inclusive of all schedules, appointments and reports
* Maintains notes in PSA and job field files, as necessary
* Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing, preparing purchase orders, daily work orders and daily communication with the Team Leader and Project Manager about ongoing projects
* Assists the office staff, the production management staff and sales staff, as needed
* Provides quick and accurate responses to vendors, agents and clients
* Completes, reviews and routes forms, applications and other paperwork
* Coordinate and communicate with insurance companies, agents and clients regarding the Team’s work flow from beginning to end
* Answers the phones, directs calls and assists clients
* Demonstrates a positive image of the Company to staff and clients; this shall include oral and written communication and visual presentation
* Applies all safety rules and regulations to work efforts and prevents work hazards
* Other duties as assigned

**QUALIFICATIONS**

**Ability to:**

* Accurately manage schedules, including contacting customers regarding changes, delays and other issues
* Provide exemplary customer service to clients, employees and vendors
* Provide accurate and timely reports for project tracking and reporting
* Manage crises as they occur
* Assist in problem solving and in making the Company more effective and efficient
* Work on call and in all emergency situations, as needed
* Apply general mathematical and data entry skills

* Communicate clearly and concisely, both orally and in writing; must be proficient in reading and writing the English language
* Generate timely information with accuracy and efficiency
* Manage multiple projects at a time while paying strict attention to detail
* Establish and maintain cooperative working relationships with those contacted through the course of work; gain cooperation through discussion and persuasion
* Produce work in a timely, budgeted, scheduled and profitable manner
* Apply established Company policies and procedures, including safety procedures and principles

**Knowledge of:**

* Basic principles and practices of organization and administration
* Modern office practices and technology, including Microsoft Office, Outlook, copiers, telephone, facsimile, etc.
* Proper filing techniques, office efficiencies and timely processing of paperwork
* Appropriate phone skills and resolution of customer complaints and issues
* Industry software: Xactimate, Contractor Connection, PSA, Code Blue and other similar programs
* Professional ethics
* English usage, spelling, grammar and punctuation; basic mathematics
* Restoration industry language, practices and terminology; ability to seek out knowledge if new to the industry
* Company policies and procedures
* Pertinent federal, state and local laws, codes and regulations that govern the areas of the position
* OSHA safety regulations as they pertain to the restoration industry; maintain an active role in monitoring the safety of yourself and other team members

**EXPERIENCE AND TRAINING GUIDELINES**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying.  A typical way to obtain the knowledge and abilities would be:

            Experience:

·         Two years of professional experience in assigned or related field

            Training/Education:

·         Associates degree from an accredited college

License and Special Requirements:

·         Possession of, or ability to obtain an appropriate, valid Kentucky driver’s license and satisfactory driving record

·         Computer literate with knowledge and experience in MS Outlook, Word, Excel, PowerPoint

**PHYSICAL DEMANDS**

Must possess:

* Mobility to work in a standard office setting and use standard office equipment
* Accurate vision to read printed materials and a computer screen
* Ability to communicate in person, before groups, and over the telephone
* Finger dexterity to operate a computer keyboard, writing implements, office equipment and calculator
* Ability to occasionally bend, climb or balance, kneel, stoop, walk, push, and pull drawers open and closed to retrieve and file information
* Ability to lift 25 lbs. necessary to perform job functions

Ability to use hands to handle, feel or operate objects, tools or controls and reach with hands an