

Position Description



Position: Client Services Coordinator

Position Purpose:

The Client Services Coordinator is responsible for providing support to the Project Management Department. This support will be in the form of administrative duties related to the small-project order category of business which includes but is not limited to: order entry, responding to emails/phone messages, creating install folders, and scheduling installation with customers. It may also include double counts, pricing & proposal generation, assistance with change orders, punch list and warranty claims.

Position Accountabilities & Performance Expectations:

- Establish and nurture positive relationships both internally and externally
- Attend monthly departmental meetings
- Concise and well organized communications
- Consistently follow project life cycle checklist-specific to small-project order, category of business
- Maintain Encompass database, as required, to ensure Client information is accurate and complete
- Enter project prospects into Encompass database
- Create project numbers
- Request internal installation and design quotes
- File client sign off/approval
- Generate deposit invoices
- Create, convert and enter quote to project order
- Place orders in small-project order category
- Resolve Acknowledgment discrepancies
- Manage completion of install folders or Express order folders
- Schedule installation date with Install Department and Client
- Verify product receipt in warehouse or drop ship deliveries
- Monitor labor hours
- Manage change orders upon request for deviation from original scope of work
- Manage punch list process
- Resolve product claims issues (ex. freight claims, 'shorted product', product returns)
- Assist with warranty claims
- Confirm order satisfaction with client
- Provide feedback on how to improve process

SECONDARY DUTIES AND RESPONSIBILITIES

- Process demo requests to Service Department
- Double count small-project orders or assist as back up support for Project Managers on complex-project orders
- Small-project order pricing

- Proposal generation to client to include small order Terms and Conditions
- Obtain client sign off/approval

PRIMARY SPECIAL ASSIGNMENTS – DES MOINES

- Service Department – support of order placement and shipment tracking (Des Moines only)
- Service Net - Manage all Service Net projects in small-project category (Company-wide)
- Purchase Orders (PO): generation to vendors (secondary back-up support for CR/QC)
- Showroom Orders: order, manage and schedule install of all showroom needs (Company-wide)
- Mock-up Orders: order, manage and schedule with Project Manager (Company-wide)

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- Bachelor's degree in marketing, communications, business administration, project management or related field is required.
- Minimum three (3) to five (5) years of related work experience is required. Customer service experience in a service-related industry is preferred.
- Solid business acumen with a driven, positive and professional attitude and strong work ethic.
- Strong problem solving, decision-making skills with an emphasis in solution development.
- Ability to learn quickly.
- Demonstrated attention to detail, with the ability to manage multiple, complex projects simultaneously and in an effective and organized manner.

- Experience in working with cross-functional teams. Excellent interpersonal skills with the ability to take and give direction within a matrix organizational structure and team environment.
- Ability to develop strong relationships, easily build rapport and earn the respect of colleagues and customers.
- Ability to think and act in a proactive manner.
- Ability to travel (as needed) to Pigott regional offices, as requested by internal team members to support presentation and sales efforts.
- Ability to proficiently use a financial calculator in the development of astute pricing strategies.
- Demonstrated proficiency with Microsoft® PowerPoint, Microsoft® Word and Microsoft® Excel. Experience with Microsoft® Publisher, Keynote and CAP a plus.
- Ability to listen, understand and respond to external and internal customers' needs in a timely manner; customer service experience in a service-related industry preferred.
- Ability to work the time necessary to complete projects and/or meet deadlines.

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.