

Position Description



Position: Client Services Coordinator

Department: Project Services

Reports To: Project Services Manager

Date Prepared: October 2025

Position Purpose:

The Client Services Coordinator (CSC) provides essential administrative and logistical support to the Project Management team to ensure the successful execution of furniture projects. This role assists with project administrative duties, project closeout, and oversees service and warranty requests from clients. CSCs are also responsible for managing small projects and dropship orders as assigned. The ideal candidate is detail-oriented, organized, customer focused, with a strong ability to manage multiple tasks.

Possible Growth Opportunities:

Project Manager

Account Support Coordinator

Position Accountabilities & Performance Expectations:

Project Support & Administration

- Assist Project Managers with project administration, including but not limited to punch submittals, vendor chargebacks, order tracking, and scheduling.
- Play an active role in the project closeout process by compiling warranty, care and maintenance documents for assigned projects.
- Support coordination between sales, design, operations, and installation teams to ensure seamless project execution.

Small Order Management

- Manage small and dropship furniture orders from quote through installation, including order entry, vendor communication, scheduling, and client follow-up.
- Provide clients with regular updates and ensure timely resolution of any project issues.
- Track and communicate project milestones, delivery dates, and installation timelines with internal teams and external vendors.
- Meet with clients in person and on-site if project requires.

Service & Warranty Coordination

- Serve as the primary contact for service requests, warranty claims, and product issues post-installation.
- Manage all service requestions through completion and ensure financial accuracy.
- Work closely with vendors to process claims and ensure timely parts replacement or repair.
- Proactively communicate status updates to clients and maintain positive relationships throughout the process.

Customer Service

- Deliver an exceptional customer experience throughout all stages of the project and service lifecycle.
- Act as a trusted point of contact for clients, providing proactive communication and prompt responses to inquiries.
- Collaborate with internal teams to ensure client expectations are clearly understood and consistently met.
- Handle issues or concerns with professionalism and empathy, striving for effective and lasting solutions that maintain client satisfaction and loyalty.

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous, and exemplary service to all customers, both external and internal, following the corporate vision and core values of Pigott.
- Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott's commitment to quality by developing and maintaining position-specific procedures, process instructions, and/or forms to better serve the company and customers as necessary.
- 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 the manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives of 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 a related field is required.
- Minimum one to three 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 on 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 proactively.
- 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 is a plus.
- Ability to listen, understand and respond to external and internal customers' needs promptly; 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 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.