

## Project Coordinator

### Construction Project Coordinator Job Responsibilities include:

- Answer phones and route calls.
- Complete referral form and collect all relevant information.
- Work with Estimators and management to evaluate “non-program” opportunities.
- Enter new job assignments in the system including XactAnalysis, PSA, and PJM.
- Be the initial point of contact for property owners and representatives from USAA, and Contractor Connection.
- Communicate with property owners to obtain paperwork, work authorizations, and certificates of completion.
- Schedules Estimators for initial site visits.
- Assign and schedule Project Managers to new projects based on location and workload.
- Monitors project progress by serving as “Air Traffic Controller”, including facilitating and documenting weekly contact with customers or providers such as Contractor Connection and insurance companies.
- Serves as a customer service representative, answering incoming phone calls, resolving service problems, and delegating warranty calls.
- Track the progress of jobs and ensure purchase orders and invoices are current.
- Reviews and processes vendor invoices for payment. Generates and sends invoices promptly.
- Keeps job files current by filing paperwork in a timely manner.
- Pursues and collects payments for deductible payments, work-in-process draws, and completed projects payments, including picking up checks out of the office as needed.
- Follow-up on delinquent payments on a weekly basis at a minimum, through phone calls, Emails or collection letters as appropriate. Document all contacts in the system.
- Monitor projects in PSA, PJM, and XactAnalysis, verifying estimates match and all supplements and change orders are posted correctly.
- Update notes in both software systems as appropriate.
- Assist customers with processing paperwork for mortgage companies, including requesting payment draws and inspections.
- Review Project Managers’ purchase requests, verifying requests against budget estimates.
- Issues purchase requests to subcontractors and suppliers.
- Track subcontractor and supplier credits and back charges, and assist in the resolution of discrepancies.
- Work with other coordinators to maintain a list of approved subcontractors and send packets to new subcontractors and vendors. Processes completed packets when received. Assist in monitoring and updating subcontractor insurance.
- Scan payments and job completion documents and save them as attachments in the system with the appropriate job file.
- Process invoices and payments and make deposits as needed.
- Ensure frequent communication with customers and ensure excellent customer service.
- Perform other duties as assigned by Management.

**Coordinator Skills and Qualifications:**

Decision Making, Teamwork, Documentation Skills, Basic Accounting Knowledge, Customer Service, Quality Focus, Problem Solving, Listening, Phone Skills, Resolving Conflict, Multi-Tasking.

All applicants must pass a background check, drug screen, and have a clean driving record to be considered for employment.

**Highland offers the following benefits to full-time employees after 90 days:**

- Health Insurance
- Vision and Dental Insurance
- Short term disability
- Retirement Account - Simple IRA
- Paid time off and paid holidays