

Helo Perspective, LLC

Position Title:	Project Coordinator	Pay Grade:	1099
Department:	Operations	EEOC Class:	Contract
Reports To:	Management	FLSA Status:	Non Exempt

Customer Service Excellence: In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to service excellence is expected of all employees and contractors.

General Summary:

Assists with operation functions of Helo Perspective, LLC (Helo), and is responsible to ensure assigned projects are achieved timely and to the quality standards established by the customer. Makes process improvement recommendations to ownership to ensure the highest quality and efficiency is met.

Essential Job Functions:

1. Manipulate multiple spreadsheets to organize field operator information and schedules (20%)
2. Populate/maintain a database (10%)
3. Contact via phone/Facetime/Skype to develop relationship with customers (10%)
4. Manage email flow to maintain cohesion between company and customer (10%)
5. Schedule training conference calls for other team members or yourself (10%)
6. Perform training conference calls to equipment field technicians before deployment (20%)
7. Evaluate data for quality and control before submitting to the end customer (10%)
8. Update/research Social Media with company post and updates (5%)
9. Manage project workflow (5%)
10. Performs other miscellaneous duties as assigned by management *

* These tasks do not meet the Americans With Disabilities Act definition of essential job functions and usually equal 5% or less of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

1. Knowledge of Company policies, procedures, products, and services
2. Skill in customer service and customer relations
3. Skill in oral and written communication
4. Ability to read, analyze, and interpret computer reports and printouts
5. Skill in analytical thinking and problem solving
6. Ability to organize, prioritize, and handle multiple work assignments
7. Ability to complete work accurately under time constraints and deadlines
8. Ability to communicate with customers, co-workers, and various business contacts in a courteous and professional manner
9. Ability to function effectively as a team player
10. Knowledge of general office practices and procedures
11. Skilled in operating a personal computer using database, word processing, and spreadsheet software
12. Skilled in operating various types of office equipment such as: ten-key adding machine, copy machine, scanner, computer facsimile machine, and multi-line telephone
13. Knowledge and awareness of Company objectives and industry requirements with respect to position goals and activities
14. Ability to coordinate work schedules to ensure timely completion of projects
15. Skill in negotiating and problem solving

Education, Experience and Requirements:

- High school diploma or GED required
- At least one year of project coordination experience preferred
- Expertise in MS Office Suite and Google Suite Software Products
- Must be willing to learn and acquire the skills necessary for the job
- Helpful attitude and friendly demeanor
- Neat and clean appearance
- Superior relationship building and customer service skills
- Excellent communication and interpersonal skills

- Highly professional and dependable
- Valid driver's license
- FAA sUAS (Drone) Part 107 certified (Preferred)

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read reports and use computer				X
Hearing: Must be able to hear well enough to communicate with co-workers				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Grasping/Feeling: Must be able to write, type, and use phone system				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, heat, noise, vibration, wetness, etc.

Good - office working conditions and outside working conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and contractors and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.