



## **Job Description- Project Coordinator**

### **Title**

Project Coordinator

**Reports To:** Office Operations Manager

### **Description:**

Coordinating the installation of HVAC / Generator projects between Yost & Campbell and the Customers while providing the highest level of Customer service.

### **General Responsibilities**

- Respond to Customer Inquiries having to do with their HVAC/Generator installation.
- Set the proper time and job expectations for the customer prior to the work starting
- Set up Job on ESC from Quote and with all proper information provide to the field.
- Take incoming calls for the service and installation departments when necessary.
- Complete any task requested by the installation manager within the installation department.

### **Daily Responsibilities:**

- Create all Quotes on ESC
- Assist with filing the jobs with the appropriate municipality.
- Expedite any required application to the NYC DOB
- Complete the necessary rebates for all new installation
- Submit any Con Ed work request needed for new installations
- Communicate on daily basis with project coordinator and installation manager.
- Communicate with service to complete 1yr membership after installation is complete.

**Customer Service:**

- Follow with every customer to ensure they receive proposal and answered all questions
- Collect the deposit from the customer and provide to installation manager to process on ESC.
- Assist customer with financing.
- Schedule day(s) to do the work.
- Communicate with Inventory manager to ensure equipment is in stock or has been ordered and arrives in time for job.
- Follow up with customer and ensure installation is completed and customer is satisfied
- Provide Office manager with any positive or negative feedback given by the homeowner.

**Knowledge. Skills, Abilities:**

- 2 Years customer service with excellent customer service skills
- 2 Years' experience managing projects
- Problem-solving ability
- Advanced verbal & written communication skills
- Ability to work independently under the direction of the General manager
- Proficient in Microsoft Office
- A team player