

1. Summary

The Project Processor is responsible for supporting the Sales Department by processing all customer projects in the ERP system with absolute precision and acting as the internal liaison between Sales and other departments. The Project Processor is responsible for delivering information and resolving issues in an accurate and timely manner, while supporting good relationships with both internal and external customers. The ideal candidate will have excellent administrative skills and be capable of supporting multiple projects with competing priorities. The ability to prioritize work flow and thrive in a busy and dynamic work environment is a must.

2. Primary Responsibilities

- Primary contact for project status and issues
- Maintain an in-depth knowledge of products and services offered
- Coordinate with Project Integrators for data entry into ERP system
- Ensure the accuracy of the information provided in the CRM system by the Sales Department; Maintain CRM system backlog report and updates; Monitor and track customer projects through CRM and ERP systems to ensure proper flow through and update CRM system based on back-end responsibilities and schedule information
- Create and edit all sales orders in adherence to the stated guidelines and processes; ensure orders are entered correctly and all correct and current information for the account is filled out properly on all orders
- Verify data, create and enter bill of material for project sales orders from structural drawings
- Verify project status and submit sales order to Production, Purchasing, Shipping, and Warehouse Departments
- Generate order confirmations and submit these to the customer through ShareFile
- Review material options with Purchasing on an as needed basis
- Review production schedule and match with or effectively manage customer expectations regarding delivery dates; Communicate any inability to meet customer delivery expectations to project team
- Monitor status of projects, inform customer and project team of changes to order expectations; Process change requests; Provide project status communications to customer and Sales Department
- Follow up with the customer on projects from order confirmation to delivery to ensure prompt and smooth progression through the process
- Obtain and forward project delivery schedules to project team and customers; Continue monitoring the project for timely delivery in accordance with such delivery schedule; Provide updates to appropriate personnel regarding changes to the delivery schedule and/or the submission of change requests from the customer
- Follow up with customers after project completion to ensure customer satisfaction
- Process customer requests for replacement / order fulfillment / warranty claim, return material authorization (RMA), debit, and credit notes in adherence to the stated guidelines and processes
- Creation of Claim Remediation Form in adherence to the stated guidelines and processes
- Support Quality Control in tracking Claim Remediation forms that are processed and in investigating customer claims; Coordinate with Quality Control to complete corrective action reports as needed; Track all customer claims through resolution and communicate results of investigation to customer
- Assist in the distribution of sample parts
- Establish, maintain, and update files, CRM system, ERP system, records, and other documents
- Investigate and respond to inter-departmental and customer inquires

- Build and run daily reports for management including: backlogs, inventory levels and open orders
- Backlog management – drive hold releases, ensure delivery commitments are met, communicate order status
- Recognize and escalate any and all critical issues to management immediately
- Contribute to growing department's capabilities which may include assisting to build more scalable processes, supporting documentation and/or metric needs, improving quality, etc.
- Use and maintain discretion handling confidential matters including finance, legal, sales, and operations
- Ensure continuous improvement of processes; Participate in the design and implementation of programs to improve efficiency, solve problems and achieve company and department goals
- Exhibit a professional and courteous demeanor at all times
- All other duties as assigned

3. Knowledge and Skill Requirements

- Bachelor's degree in business administration or accounting AND 2-4 years' experience in a fast paced customer service or order management role in a high volume manufacturing environment
- OR the following education and experience requirements may substitute for above: Associate's Degree in business administration or accounting AND 5-7 years' experience in a fast paced customer service or order management role in a high volume manufacturing environment
- Excellent computer proficiency (Outlook, MS Word, Excel, Access and Internet research) required
- ERP and CRM system knowledge desirable, SAP experience highly preferred
- Strong attention to detail with high level of accuracy, reliable and willing to take initiative
- Excellent data entry skills to quickly and accurately review and input data
- Excellent interpersonal, communication (both verbal and written) and negotiation skills for a wide variety of audiences, including the ability to effectively communicate with individuals within the organization as well as with customers
- Ability to develop strong relationships
- Superior phone etiquette and ability to deal effectively with internal or external customers, peers and management
- Strong organizational skills and ability to meet tight deadlines in an environment of competing priorities with a degree of autonomy and integrity
- Ability to multitask and effectively manage several projects simultaneously
- Strong ability to routinely work on multiple, unrelated tasks while effectively prioritizing and keeping track of deadlines
- Ability to create, compose, and edit written materials effectively and accurately
- Intellectual curiosity and desire to learn from others
- Ability to work independently and to carry out assignments to completion within the parameters of instruction given, prescribed routines, and standard accepted practice
- Ability to understand and follow both verbal and written instructions
- Ability to work in fast-paced, self-directed and dynamic work environment
- Creative problem-solving capabilities within team and independent environments
- Strong team player who can incorporate input from others and can generate consensus through inclusion
- Positive attitude, exemplary attendance, punctual, highly organized, flexible, quick learner, self-starter and reliable team member
- Ability to read and understand structural drawings (preferred)
- Work well under pressure and maintain professionalism during stressful situations
- Flexibility and willingness to work 40+ hours a week to meet deadlines



Job Description (Project Support Specialist)

By signing below, I confirm that I have read and had the opportunity to ask questions about the responsibilities and requirements outlined in this job description. Furthermore I acknowledge and confirm my understanding and acceptance of the responsibilities and requirements for this position as outlined in this job description. Management has the right to revise this job description at any time. The job description is not a contract for employment and either you or the employer may terminate employment at any time, for any reason.

Employee Signature

Printed Name

Date

