

## Major Project Coordinator

*Holland Landing, Ontario*

### About Us

Inscape is a design enabler. We have been saying Yes since 1888 with a versatile portfolio of systems, storage and wall products that are adaptable and built to last. With care and consideration, and more than a century of expertise, our philosophy is to always do what we can to say Yes.

### About the Role

The Major Project Coordinator will manage the full scope of the ordering process ensuring successful production, delivery and customer satisfaction. Major Project Coordinators are the first point of contact for the client and must coordinate the order fulfillment process with internal and external partners through the various stages of each project. Major Project Coordinators manage a large sales territory and are responsible for both smaller and large complex orders.

### Primary Tasks & Responsibilities

- Coordinate order fulfillment for major project orders from the receipt of the purchase order through to the completion of the punch list deficiencies.
- Responsible for building strong relationships within assigned territory to provide highest level of service.
- Work with the dealer or sales representative on pre-orders to determine and verify order options and finishes and assist in building quotes before order is entered into the system.
- Where applicable, work with design application consultants and installation team to review specifications and floor plans to verify application accuracy.
- Assist order administration with any questions around order details, receive order from order administrators, release order and initiate the order fulfillment process.
- Coordinate with engineering prior to order entry process any specials and related cost to creating these.
- Produce project delivery information and time lines, and distribute to all relevant parties.
- Coordinate, communicate and organize all aspects of each project requirement from production, to shipping, to installation and follow up on outstanding issues or deficiencies.
- Remain involved through project stages to ensure all necessary information is collected and distributed, including site conditions, delivery schedules, and install schedules, staging and phasing requirements.
- Complete Field Quality Report upon completion of project and ensure the timely rectification of all punch list item deficiencies.
- Coordinate with Senior Sales Analyst and Senior Manager Sales Resource Team to process applicable discounts or credit notes.
- Create and maintain project files for accounts within your assigned territories.
- Work with internal teams to review punch list deficiencies and propose future solutions, escalate as necessary.

- Remain the primary contact for warranty issues, future questions and concerns from sales representatives or dealers.

### **Knowledge, Skills, Abilities & Education**

- Completion of post-secondary education.
- Very detailed, well organized, ability to multi-task with strong communication skills.
- Demonstrated ability to handle difficult/irate customers.
- Knowledge of MS Office Applications.
- 2-3 year customer service and client interaction experience.
- Ability to articulate, compose, coordinate and fulfill project requirements.
- Basic understanding of systems furniture and ability to read floor plans.

If you have the qualifications for the above position and are interested in joining a team oriented progressive company with excellent benefits, please submit your resume for consideration to [careers@inscapesolutions.com](mailto:careers@inscapesolutions.com).

We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.

**Inscape values employment equity and is an equal opportunity employer.  
Inscape will provide reasonable accommodation to applicants with disabilities.**