

**Project Coordinator,  
Holmes + Brakel, Pickering ON**

Since 1975, Holmes + Brakel has been delivering unparalleled services in the furniture industry. Specializing in offices and workplaces, we offer a full suite of services that encompasses design, sourcing, and installation. Our success would not be possible without our unwavering customer focus; as a family business, we have been able to maintain that focus since we started.

We are looking for a **Project Coordinator** to provide the highest level of customer service and support to our clients and sales team. Represent Holmes + Brakel by handling client requests directly when applicable, collaborating with our sales, project teams and designers, as well as vendor partners.

Our clients are the focus at Holmes + Brakel; we pride ourselves on putting clients first and work diligently to ensure their complete satisfaction. As such our Project Coordinators are instrumental to our company's overall success. The Project Coordinator role is client focused and often involves activities outside of the standard documented responsibilities. Project Coordinators are our internal client champions, coordinating all the pertinent details with the successful installation of an order, interacting with our clients and team members keeping lines of communication open and clear.

**Primary Duties and Responsibilities:**

Quoting Functions:

- Create proposals/quotes in Project Matrix and/or Team Design; this should include correct discounting, project number(s), and freight and installation costs.
- Understand and accommodate for site conditions and access restrictions.
- Logistics related quoting (determine freight, customs, brokerage, small truck, storage charges, etc.)

Order Maintenance:

- Place non-Teknion orders when applicable
- Check acknowledgments
- Update Team Design, project logs and trackers –ensure pricing
- Confirm logistical charges (ie. Storage fees, low height truck charges etc)
- Place any required change orders/ check corresponding revised Acknowledgements
- Keep sales/ PM's current on ESD's and project timing

Scheduling:

- Obtain fill rates on all shipments direct to site.
- Site confirmation (book loading dock times, elevator and floor access, etc.)
- Create detailed Service Work order for coordination with install vendor
- Submit truck schedule to manufacturers.
- Confirm product has been received prior to the installation date/ confirm truck schedules with the manufacturer – prior to the scheduled ship date.

### Post installation

- Review post installation report.
- Own the identification/collection all information for claims or deficiencies (provided by installers and design, sales and PM).
- Process all claims directly with manufacturer.
- Process all deficiencies orders and update deficiency log.
- Update client with key dates for claim/ deficiency resolution.
- Prepare all paperwork for claim / deficiency installations

### After Sales Functions

- Follow up call with client to ensure satisfaction with delivery; close out proposal file for invoicing
- Approve installer and manufacturer invoices (resolve any inconsistencies)
- Invoice the clients (make sure all paperwork matches), complete pre invoice checklist (pass to accounting)
- Receive and process any warranty related claims directly with manufactures
- Monitor back log report to ensure all invoicing is current

### **Knowledge | Skills Requirements:**

- Excellent customer service and interpersonal skills
- Computer literate (word processing, spreadsheets, project applications)
- Good verbal and written communication skills
- Excellent Team Player – coordinating with all applicable team members
- Ability to work with mathematical concepts
- Ability to prioritize and manage multiple tasks

### **Experience:**

- General knowledge of the contract furniture industry; or any equivalent combination of education, training, and experience required.
- Prior experience in office furniture industry would be preferred
- Experience in customer interaction required.

### **Education:**

- College or University graduates with a business degree/diploma would be well suited for this position.