



Description: Roby Handyman Project Coordinator

Roby Handyman PC Job Responsibilities:

- Financial
 - Billing reports
 - Receivables reports, client follow-ups and statement sending
 - Payables approval with Project Managers and Superintendents
 - Cost and job posting changes
 - Invoicing jobs
 - Job setups
 - Closing completed job folders
 - Pick up customer payments as needed
- Field Support
 - Scheduling of all sold repair jobs via Microsoft Outlook, including detailed scopes of work and instructions attached
 - Hold field accountable for turning in work orders and time cards
 - Open permits and call in inspections as necessary
 - Print job scopes and project details for field staff as needed
 - Check jobs for completed lead tests
- Customer Service and Sales
 - Handle initial phone calls with prospective clients
 - First contact for clients that need assistance and can't reach Project Manager or Superintendent
 - General feedback on sales and customer service ideas
 - Handwritten notes to clients and prospects
- Administrative and Office Management
 - Order supplies and job materials as needed
 - QuickBooks and BuilderTREND support and training for staff
 - Act as local point person for systems and processes for staff
 - General office IT assistance
 - Assist with estimates as needed
 - Assist with general insurance forms, bank forms and licenses
 - Misc. errands as needed
- Vendor
 - Pricing requests to vendors and subcontractors
 - Follow up to vendors and subcontractors on requested estimates
 - Manage approved subcontractor list
- General
 - Assist with the completion of all projects with the highest quality and efficiency, regardless of customer, size or type of job
 - Assist with the management projects through effective communication and cooperation with all involved parties to produce exceptional results and lasting client satisfaction
 - Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; etc
 - Identify trends in the market by researching industry and related events, publications, and announcements



Qualifications:

- Bachelor's degree preferred (with solid academic standing)
- Custom residential construction experience a plus
- QuickBooks experience
- Microsoft Excel, Word and Outlook experience
- Professional appearance
- Strong organizational skills
- Ability to multitask and manage the demands of numerous projects
- High level of customer service skills; focus on responding to and anticipating client's needs
- Shows leadership characteristics and ability to complete tasks without direct supervision
- Strong personal and business ethics
- A driven, passionate and career-minded individual
- The willingness to do whatever is necessary to provide a superior customer experience
- Civic minded and actively involved in his or her community