



Project & Services Coordinator

Reports to: Solutions Delivery Manager
Department: Professional & Managed Services

Location: Davidson, NC or home office
FLSA Status: Exempt

Summary Job Description

InSource Solutions helps manufacturers produce goods faster, more efficiently and with greater quality. We do this by leveraging software and hardware combined with services and change-management to provide solutions that generate lasting benefits for our clients.

Our Professional Services group meets our clients where they are to understand their needs, write requirements and specifications, and then manage project execution; often handling multiple concurrent projects. And the rewarding part is we help our clients generate measurable outcomes so they can see the benefit of their work.

Here is where you come in. Once a client has decided to proceed with a project, you will move the project from the order to the execution process. You will interact with the InSource sales team and the client team to determine schedule and skill requirements. This will then allow you to work with the InSource professional services team to align the right resources for execution, set up the project infrastructure, and communicate the plan for execution to all parties. After execution, you will assist with closing the project, reporting on performance, and the transition of information to other departments within InSource for client experience continuity.

This position will require attention to detail, excellent interpersonal skills, and a desire to develop a diverse operations & technical skillset.

Essential job functions

- Work interdependently with project resources and teams (internal and/or client) to setup and administer projects
- Engage clients and internal resources (Sales, Client Services, Delivery) to ensure timely and effective handoff of projects from Sales to Delivery
- Work with Delivery Manager and Client Services to ensure services orders are invoiced per terms and project completion
- Engage clients and internal resources (Sales, Client Services, Delivery) to ensure timely and effective close out of projects and where applicable handoff to Client Success.
- Work with the Client Experience team to assemble results from Client Satisfaction surveys and follow up calls on completed projects
- Maintain Services Resource schedule
- Work with Delivery Manager and Business Development to facilitate estimating and proposal generation
- Maintain performance reporting for service activities



Minimum job requirements

- **Education:**
 - Bachelor's Degree from a 4-year university or equivalent demonstrable skill acquisition combined with work experience (technical discipline preferred)
- **Experience**
 - 2-5 years with direct experience in the skills listed below
- **Recent Experience/Skills:**
 - Basic project administration experience
 - Demonstrated analytical, critical thinking and troubleshooting skills
- **Preferred Skills:**
 - Familiarity with manufacturing / industrial environments
 - Experience with NetSuite
- **Demonstrated Traits:**
 - Detail oriented with strong organizational and follow up/through skills
 - Proven analytical skills
 - Excellent interpersonal / communications skills
 - Self-Starter desiring to learn
 - Proven success in taking initiative to plan for and resolve issues

Supervisory Responsibility

None

Work Conditions

General office or home office environment. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure.

Motivation

Qualified candidates please send your resumes to hr@insourcess.com along with a "What Motivates Me" statement, and any pertinent information you feel necessary to support your application.

InSource is an equal opportunity employer of protected veterans and individuals with disabilities.

EEO/AA – M/F/D/V