

# Job Description

**Title:** External Project Co-ordinator

**Reports to:** Directors

**Responsible for:** No direct reports

**Job Purpose:** You will be responsible for liaising with customers to ensure site measures, installations and handovers are completed to the highest standards ensuring that the Customer is 100% happy with our products and services.

## **Key Responsibilities and Accountabilities:**

### **1. Project Coordination**

- Carry out site visits to do new business surveys, on-site measurements of existing premises, site meetings, etc. and assemble all information required for bar planning.
- Once order received, carry out pre-installation checks and progress order through to delivery/installation
- Provide installation advice and supervision via telephone to contractors and customers who are not using our installation service, on request or where considered to be in our best interests.
- Once delivered/installed, ensure follow-up with customers to ensure that they are completely happy with products and service.
- If any 'to follows' or snags incurred during installation, resolve either over the telephone or by visiting sites.
- Visit sites to commission installations, train staff on the use of our products (if required) and handover to operator.
- Assemble all information required for "as-commissioned" reports /drawings.
- When completing site visits, take photos both pre/post installation.
- Where possible, obtain testimonials from customers including photos, short videos, etc to assist marketing department.
- Generate new business leads at every opportunity and influence future purchases.

### **2. Health and Safety**

- Ensure that you remain compliant with health and safety regulations and accepted safe practice at all times. Report any health and safety issues or contraventions witnessed anywhere within the business to a Director.

### **3. General**

- Carry out other duties as and when required.
- Comply with all company policies and procedures.
- Ensure that you implement our equality and diversity policy in all areas of your work.
- Work with all employees within the Company in the fulfilment of our aims.

***This job description is a general guide to the duties you will be expected to carry out. Flexibility is required to ensure that the needs of the business are met.***