

JOB DESCRIPTION

POSITION TITLE:	Operations Coordinator
REPORTING TO:	Operations/Service Manager
FLSA STATUS:	Full-time, exempt
EFFECTIVE DATE:	July 2022

Overview:

The Operations Coordinator has two main responsibilities. One is to support the Account Managers to ensure all clients and projects are set up accurately and keep in compliance. This includes collecting all certificates and tax documents and ensuring they are up to date. Second is to source and secure outside vendors to complete client projects. This means procuring new vendors and negotiating with existing vendors while ensuring compliance with The Firm’s policies and requirements. This role will interact with other internal client support team members on vendor issues to ensure that customer expectations are always met, and the vendor obligation is fulfilled.

Essential Duties:

- Source & Procure Vendors: Target, identify, screen and recruit target prospective contractor/ vendor partners
- Create support tools and materials to manage and track Vendors
- Use negotiation skills with current Vendors
- Help desk for vendors to onboard them and maintain successful relationships
- Work with other departments involved in the Vendor Management Process (Finance, Compliance, Operations)
- Conduct qualification process of contractor/partners including completed application/ compliance information and background data
- Work collaboratively with the team to build and maintain a solid, trusted database of contractor/ partners
- Data entry/profile maintenance in a CRM environment/platform
- Support all Account Managers to onboard new clients
- Ensure all work certificates and tax documents are accurate and in compliance
- Assist Account Mangers on projects as assigned

Requirements:

- 3+ Years Customer Service Experience
- 1+ Year Facilities Vendor Management Experience preferred
- Computer skills in MS Office including Outlook, Word, and Excel
- CRM system/environment experience preferred or ability to adapt quickly
- Position requires a team player, positive proactive attitude and ability to adapt quickly to changing priorities
- Strong attention to detail
- Superior critical thinking & problem-solving skills
- Must be highly motivated and have a strong work ethic
- Associate degree (minimum)
- Comfortable speaking on telephone to introduce the company/services, involvement in sales and/or recruiting
- Strong written, oral and interpersonal communication skills
- Professional demeanor and appearance
- Ability to multi-task effectively
- Highly organized, Punctual, Resourceful, Attention to detail, Quick learner
- Graceful under pressure, adaptive to changing environments
- Ability to problem solve

We are an equal opportunity employer and make hiring decisions based on merit. Recruitment, hiring, training, and job assignments are made without regard to race, color, national origin, age, ancestry, religion, sex, sexual orientation, gender identity, gender expression, marital status, disability, or any other protected classification. We consider all qualified applicants, including those with criminal histories, in a manner consistent with state and local laws.