

**PROJECT MANAGEMENT COORDINATOR**

<b>FUNCTION</b>	Project Management Team
<b>REPORTS TO</b>	Manager, Project Services

**ABOUT TSMGI**

TSMGI (The Specialized Marketing Group, Inc.) is a global sports, event, and promotional marketing company, specializing in innovative programs that move brands, grab attention and spark conversations. TSMGI combines the personalized attention and passion of a small business with the big ideas and fully integrated capabilities of a larger agency. Founded in 2000, TSMGI client list includes a variety of Fortune 500 companies, as well as individual leaders in each of their markets. TSMGI has been recognized by Chief Marketer Magazine as a "Top 200" agency each year since 2008. Headquartered in the northern suburbs of Chicago, TSMGI also has offices and key personnel in Milwaukee, Wisconsin; Lexington, Kentucky; Charlotte, North Carolina; Denver, Colorado; and Madrid, Spain. For additional information on TSMGI, visit [www.TSMGI.com](http://www.TSMGI.com) or follow @TSMGI on [Instagram](#), [Twitter](#) or [LinkedIn](#).

**JOB SUMMARY**

The Project Management Coordinator is responsible for performing the day-to-day order processing functions for TSMGI's Promotional Products division. Primary responsibility is to support the Client Account Teams which includes, but is not limited to, efficient, timely processing of orders; researching and resolving order discrepancies with vendors, customers and Account Teams; responsive resolution of any order-related concerns involving client questions, product quality, accounting, technology, purchasing, inventory and shipping.

**KEY RESPONSIBILITIES**

- ✓ Follow day-to-day order processing "Best Practices" in a manner that optimizes efficiency and accuracy
- ✓ Address, resolve and respond to all order-related customer questions or concerns
- ✓ Provide on-going feedback to the Customer Services Manager for updates to "Best Practices" Customer Services manual
- ✓ Process orders in alignment with established department standards for volume, accuracy, and turn-around-time
- ✓ Ensure all order discrepancies are resolved within the agreed-on inter-departmental and client-driven problem-solving standards and timelines
- ✓ Interact with customers in a responsive, courteous, relationship-building manner that causes clients to feel valued and appreciated
- ✓ Assist other team members to ensure skills and development of all team members are optimized
- ✓ Contribute to an environment of support and motivation within the department
- ✓ Maintain openness to feedback on performance on a regular basis to optimize performance and development

SKILLS / QUALIFICATIONS	KEY DELIVERABLES
<ul style="list-style-type: none"> <li>• 1-2 years of customer service experience</li> <li>• Strong customer service orientation</li> <li>• Effective interrelationship skills</li> <li>• Decisive problem solver</li> <li>• Aptitude for fast and accurate data entry</li> <li>• Tech savvy regarding ERP systems</li> </ul>	<ul style="list-style-type: none"> <li>• Meets department standards for order entry accuracy and productivity</li> <li>• Responsive and timely problem-solving for external and internal customers</li> <li>• Open &amp; responsive to performance feedback</li> <li>• Positive contributor to department morale</li> <li>• Supportive of team members</li> <li>• Communicates customer service issues in a clear, succinct manner</li> <li>• Contributes new and revised ideas for department “Best Practices”</li> </ul>

Physical Requirements

NP Not Present

O Occasional (up to 25% of time)

F Frequent (26%-74% of time)

C Constant (75% or more of time)

<b>Requirement</b>	<b>N P</b>	<b>O</b>	<b>F</b>	<b>C</b>
• Standing/Walking: Remaining on one's feet in an upright position at a workstation or moving about a work area.		X		
• Sitting: Remaining in the normal seated position.			X	
• Carrying: Moving an object, usually by holding it in hands or arms, or on shoulders.			X	
• Lifting: Raising or lowering an object from one level to another using hands, arms and/or shoulders, back & legs.			X	
• Pushing/Pulling: Exerting force upon an object so that the object moves away from/toward the force.		X		
• Climbing: Ascending or descending ladders and stairs using feet and legs, and/or hands and arms.		X		
• Traveling: Requires travel outside geographic region.	X			
• Stooping: Bending body downward and forward by bending spine at the waist.			X	
• Kneeling: Bending legs at knees to come to rest on knee or knees.			X	
• Reaching: Extending hand(s) and arm(s) in any direction.			X	
• Handling: Seizing, holding, grasping, turning, or otherwise performing precision work with hand(s).			X	
• Bending/Twisting: Continual, intermittent rotation of the spine.		X		
• Talking: Expressing or exchanging ideas by means of the spoken word.				X
• Hearing: Receiving detailed information through oral communication.				X
• Vision: Clarity of vision at near and/or far distances.				X
• Computer Usage or other special equipment operated.				X