

H&K CANADA JOB DESCRIPTION

Job Title: Project Coordinator
Reports To: Director of Technical Services
Department: Corporate Sales

Summary: In this position you will be required to support strategic account sales for Canada, as well as customer relationships in a very face paced environment/market, working with local owner/operators, regional, and corporate offices, as required. Good communication skills are required, someone who is reactive and precise via the telephone, through email, and in person.

In this role business growth with new customer groups will be a main focus.

Continued support and communication concerning all deliverables within H&K internally, as well as to the external customer when required.

Quick Service Restaurant operations experience would be a benefit.

Functional and Dimensional Responsibilities

A) DIMENSION.

Supports the overall management, planning, and coordination of new projects, particularly new sites within Canada. Being one of the contacts between H&K and various strategic accounts.

Many of the following functions listed below will be the Project Coordinators direct responsibilities, some of these functions may be performed by the others internally under the direction of the Corporate Accounts Manager. Other duties may be assigned.

B) FUNCTIONAL RESPONSIBILITIES.

1. Customer Contact.

- Interface between H&K and the Licensee/Corporate personal in support of the Corporate Manager when required.
 - Firm schedules and timelines
 - Discuss and help resolve open issues
 - Make necessary decisions using your own initiative to satisfy Customer issues up to established limit (escalate to next step after reaching limit)
 - Communicates internally with Installation, Purchasing, Customer Service, and Accounting to coordinate successful project completion.
 - Capable of creating customer quotations/entering orders into specific computer system.
 - Prepares and distributes sales contracts and other correspondence with customers.
 - Develops good working relationships with all staff in the office.
 - Trains on all procedures in order to be able to perform all processes related to this position.
 - Develops knowledge of all equipment and equipment designs.
 - Works closely with other departments in developing the customer relationship and satisfying the daily needs of our customer and formulating future strategy.

2. Order Fulfillment Process/Internal Tasks:

- Gather information (equipment selection) for Customer Store Order, supporting/working with the Corporate Manager.
- Make necessary changes to Equipment Order, Freight or Installation charges via change orders
- Communicate progress and changes with Project Manager and/or Owner/Operators
- Ensures timely release of sales orders and contracts to meet customer requirements.
- Follows up with customer to obtain signed contracts in a timely fashion.
- Manages projects through the various steps from start to completion.
- Ensures timely invoicing of contracts
- Fluent in Microsoft excel to prepare, generate and distribute various sales reports etc.
- Maintain various project trackers, excel based

3. Shipping.

- Communicate shipping information and timelines to key personal requiring this information as required

4. Installation.

- Communicate and coordinate with the installation department on sites requiring our services and ensure the information coordinated includes:
 - Jobsite requirements
 - All resource requirements
 - Aid in the arrangement of shipping necessary items to complete installation
- Communicate any installation issues to Installation Manager
- Support Installation Departments requests and/or help resolve problems and issues
- Follow-up on open issues to assure completion and customer satisfaction

5. Resupply

- Technical Sales / selection consultations
- Support the Corporate Manager with various communication on questions and resolving Customer issues
- Support the growth of the resupply business on the corporate side of the business.
- Support communication with the order desk, online and catalogue sales with store management.

6. Customer Satisfaction:

- Assist Customer with Equipment Selection and questions
- Communication with Customer to resolve open issues
- Support customer with any warranty issues as they arise
- Follow-up with Customer to assure satisfaction.