



H+K INTERNATIONAL

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Project Coordinator</b>
<b>LOCATION:</b>	<b>Poland</b>
<b>DEPARTMENT:</b>	<b>Sales and Marketing</b>
<b>REPORTS TO:</b>	<b>Senior Business Process Manager</b>
<b>GRADE:</b>	<b>Admin – Staff</b>
<b>DATE:</b>	<b>October 2023</b>

<b>JOB PURPOSE:</b>	<p>Reporting to the Senior Business Process Manager, the broad outline of the role will be to provide a high standard of administration support across a range of accounts but predominantly focussed on McDonalds in Germany. The role will be mostly internal based (possibility of customer/site visits) with a high level of autonomy regarding the day-to-day operation of the customer accounts.</p> <p>Candidate must be customer centric, flexible, have the ability to organise workload, be proactive and project manage high value orders. The role is admin orientated and requires good understanding of processes/procedures with defined deadlines. It would also be beneficial if candidate has worked in a product led environment as position requires interpretation of drawings and an aptitude for understanding product range (training will be given).</p> <p>The role is mostly a reactive role however there will be some degree of proactivity required such as chasing quotes, promoting our online offering, building rapport with the customer, and offering product switches all with the aim of increasing market share and order conversions. Candidate must be confident in these areas and driven to succeed.</p>
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<b>BUDGET: N/A</b>		
<b>EMPLOYEES:</b>	<b>No of Direct reports:</b>	<b>0</b>
	<b>No. in total team (departmental)</b>	

<b>PRINCIPAL ACCOUNTABILITIES:</b>	
1	General Account Administration working to departmental and business KPI's
2	Order entry – both fast paced and project managed store orders working to tight deadlines
3	Quote generation and chasing for conversion to increase the company's market share and maintain/grow forecasted store numbers per market
4	Liaising with other internal departments to facilitate a smooth process from quote through to post shipment after sales care
5	Deal with any warranty claims for both buyouts and fab with the Warranty Lead to ensure a quick resolution for the customer
6	Support the AR function of allocated accounts to ensure that overdues are kept to a minimum
7	Perform any other miscellaneous admin duties to support the business

<b>NATURE AND SCOPE:</b>
<p>Reporting to the Senior Business Process Manager, the broad outline of the role will be to provide a high standard of administration support across a range of accounts. The role will predominantly be office based (possibility of customer/site visits) with a high level of autonomy required regarding the day-to-day operation of the customer accounts.</p> <p>Candidate must be customer centric, flexible, have the ability to organise workload, multitask, be proactive and project manage high value orders. The role is admin orientated and requires good understanding of processes/procedures with defined deadlines. It would also be beneficial if candidate has worked in a product led environment as position requires interpretation of drawings and an aptitude for understanding product range (training will be given).</p> <p>The candidate will be expected to achieve our internal KPI's and give day to day updates on the status of the order/s /Tasks as per our admin log. They will also need to liaise with internal stakeholders i.e. purchasing, engineering etc to ensure that the order process runs smoothly and without delay for our customers.</p> <p>Fluency in German Language is required.</p> <p>The role is mostly a reactive role however there will be some degree of proactivity required such as chasing quotes, promoting our online offering, building rapport with the customer, and offering product switches. Candidate must be confident in these areas and driven to succeed.</p>

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Education / Qualifications (Academic, Professional and Vocational)	Educated to at A level standard (or equivalent) with good quality of grades.  Fluency In German	Relevant degree or vocational training pertinent to the role
Experience	Strong admin experience within a fast-paced sales environment. Must have good attention to detail and process driven.	Technical sales ideally working in a product led environment requiring interpretation of drawings (full training will be given)
Technical Knowledge	Displays a good level of I.T. Proficiency with experience on ERP systems and Office (focus on Excel)	Background within another KES, OEM or within customer environment would be desirable.  Social media and marketing experience.  Face to face customer selling.
Skills and Behaviors	Confident and with the ability to build rapport quickly and easily with customers and internal stakeholders. Must have good communication skills at all levels	Ability to multitask and prioritise workload effectively to meet deadlines and internal KPI's.
General	Good team player and driven to succeed in a customer orientated environment	Ability to travel where necessary