

Project Coordinator

Full Time

Location: Dalys Systems Ltd Technology House, Heanor Street, Leicester, LE1 4DB

We are a progressive B2B Telecommunications and IT solutions company, based in Leicester City Centre. We are looking for an ambitious, forward thinking, and analytical Project Coordinator to project manage customer installations.

The Project Coordinator will follow the sales process and take ownership of each project to provide a smooth customer journey to the completion and/or installation of the solution installation.

The role requires a commercial can-do attitude and full ownership of 20-30 ongoing projects to ensure the continued success and expansion of the company.

Key Responsibilities:

- Coordinate project management for the full project lifecycle from sales handover, co-operating with relevant technical departments, scheduling installations, providing engineers with correct kit and paperwork for each job and closing projects.
- Procuring and stock managing goods from a supply base for each project.
- Provisioning services from suppliers and keeping customers informed until completion.
- Planning and scheduling engineer resource to fulfill all project installations within prompt timings.
- Ensuring critical paths for all projects are followed through with regular stakeholder communication.
- Completing any required technical documents with the customer.
- Liaising with the relevant departments to deliver products and services as agreed with the customer resolving any associated customer queries satisfactorily.
- Accurate processing of all customer requirements.
- Ensuring that all relevant information relating to projects is updated on the company CRM system and completing regular housekeeping

Key candidate skills and competencies:

Communication & Interpersonal Skills

Ability to listen and understand information. Presents information in a clear and concise manner. Knows appropriate way of communicating with customers, peers and line managers and external stakeholders.

Initiative

Monitors and manages own time to ensure daily objectives are met. Develops and improves procedures in agreement with line manager. Must be willing to accept additional challenges and responsibilities, as well as assist others.

Planning & Organisation

Adapts to changes and uses resources effectively. Together with line manager, sets objectives, establishes priorities and develops plans. Arranges work schedules and prioritises work to meet deadlines. Seeks clarification and approval where appropriate before commences new projects or working methods.

Flexibility

Use of initiative to ensure tasks are completed, supportive of manager and wider team goals and objectives

Technical Skills

Computer Literate, numerate, attention to detail, logical and methodical approach to work.

Experience

Previous experience of the telecoms industry would be advantageous, although not essential.

Employee Package

20 days holiday plus bank holidays (rising to 28 days plus bank holidays with service)

Contributory pension scheme

Profit share scheme eligibility after 12 months service

Please email your CV to careers@dalys.co.uk