

Operations Support Coordinator

OVERVIEW:

The Operations Support Coordinator reports to the Director of Operations and is responsible for the day to day support of Operations, Sales, and Client Relationship Management, including internal sales support, project and service delivery scheduling, customer relations, and other duties associated with an IT Consulting Operations department.

QUALIFICATIONS:

- Strong attention to detail
- Proactive self-starter and problem solver
- Advanced Microsoft Office skills, particularly Excel, Word, and Outlook
- Exceptional communication and customer service skills
- Able to maintain productivity and initiative with minimal supervision
- Fast learner who thrives in a fast-paced environment
- Stable work history

RESPONSIBILITIES INCLUDE:

- Coordinate with Sales, Partners, Distributors, and Operations to generate product quotations for new and existing clients
- Track and initiate opportunity registrations and quotations for annual license renewals for existing clients
- Maintain the accuracy, completeness, and quality of artifacts and information stored in various repositories (CRM, SharePoint, etc.)
- Process and assign sales leads for new and existing client accounts
- Other activities to enable sales, including data entry, sales opportunity tracking, and research on prospective clients
- Review and update service entries, hours, and other charges to support weekly and monthly client invoicing
- Monitor, prioritize, assign, and track project tasks and service delivery tickets to ensure delivery goals and objectives are met within prescribed timeframe and budget parameters
- Proactively manage client and internal communication of project task and service delivery ticket issues such as status, expected delivery, client expectations, delays, and escalations
- Coordinate phone, email, and other communication from clients, partners, distributors, and internal teams
- Monitor Accounts Receivable and initiate follow up with outstanding accounts
- Other duties as required to support Operations