

Project Coordinator II – Calgary Head Office

Are you a detail oriented, customer focused, team player with great computer skills?

If so we need to talk to you. Pella Corporation, a growing company is now looking for a Project Coordinator for Calgary. We need an organized, proactive, adaptable individual who is focused on customer satisfaction while achieving business goals. We provide a respectful, friendly, fast paced and fun work environment. The ideal candidate will have strong problem solving skills and the ability to work collaboratively with others.

We offer:

- Competitive salary
- Benefits
- Vacation and holiday pay
- Professional and positive work environment
- Stability and reputation of the Pella Brand

Position Overview:

The Project Coordinator (PC) is primarily responsible for coordinating the order entry, purchasing, scheduling, releasing, delivery, and possible installation of customer orders in a timely manner. The PC is responsible for ensuring that each detail in the customer's order is addressed by managing orders from the point of contract through final resolution, which may include post installation and/or service issues. They work closely with sales teams, order fulfillment teams and 3rd party providers to achieve and provide excellent customer satisfaction. They must be able to work well in a team environment.

Company Overview:

Pella Corporation is an innovative leader in creating a better view for homes and businesses by designing, testing, manufacturing and installing quality windows and doors for new construction, remodeling and replacement applications. Founded in 1925, Pella is a family-owned and professionally managed privately-held company, known for its history of innovation, making outstanding products, providing quality service and delivering on customer satisfaction. Headquartered in Pella, Iowa, the company provides careers for over 6,500 team members and is committed to incorporating new technologies, increasing productivity, and practicing environmental stewardship.

Apply today and learn about your future as a team member of Pella Windows and Doors.

The ideal candidate would reside in the local area. Relocation benefits are not available.

Education and/or Experience:

Must have High School Diploma, 0-2 year's customer service, or general business experience preferred. Prior knowledge of general construction applications and terminology and/or window and door applications or components is desirable but not required.

Computer Skills:

Proficiency with Microsoft® Word, Excel, Outlook and PowerPoint software applications. Will be expected to develop proficiency in Pella proprietary software (i.e. PQM, POETS, OMS, etc.).

Communication Skills:

Excellent verbal and written English language skills are required as well as good public relations, public speaking, and customer service skills. Ability to read, interpret, understand and explain documents such as

sales processes, product specifications or warranty manuals. Ability to effectively present information to others, gather information from others, and respond appropriately to questions from customers, coworkers and managers. Must display excellent phone and email etiquette. Must be able to present appropriate attitude for the situation when interacting with customers or coworkers.

Professional Skills:

Must be a team player and exhibit a strong desire to learn and promote self-growth. Must be pro-active, self-disciplined, self-motivated, and have a demonstrated ability to follow projects through to completion. Attention to detail is required. Must be able to demonstrate organizational skills, prioritize tasks, and meet deadlines. Must be able to develop trust, respect, and confidence of customers, coworkers and managers. Must present in a clean and neat physical appearance. Must be able to investigate issues and resolve conflict in the best interests of the business and our customers.

Mathematical Skills:

Ability to subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform calculations using units of money, time, measurement, etc. Ability to calculate figures and amounts such as proportions, percentages, area, length, width, height, and depth. Ability to apply basic concepts of algebra, geometry and general business math.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, type or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit, stoop, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Time commitment required of this position will vary based on business needs.