

## Job Description

### POSITION DESCRIPTION

**Title:** Hydro/Clean Power (HCP) Customer Service Project Co-ordinator

**Division:** Thordon Bearings - Thordon HCP Business Unit

**Department:** Customer Service

**Reports To:** **Customer Service Manager** (work as assigned by HCP Business Unit Manager)

**Date Revised:** March 30<sup>th</sup>, 2017

### Position Purpose and Objectives

The HCP Customer Service Project Coordinator will provide Customer Service and Project Co-ordination to customers, distributors, Regional Managers, Business Development Managers, and TBI internal, working within the Thordon HCP Business Unit and taking primary direction from the HCP Business Unit Manager.

### Customer Service Duties and Responsibilities

- Provide customer service via phone, email, fax, or in person (when directed) for customers, distributors, Regional Managers and Business Development Managers
- Territory responsibility in this position is Global
- Provide effective response to customers, distributors queries regarding products and services
- Handle and co-ordinate inquiries and orders with engineering, NPD, estimating, production, QC, export, marketing, admin and GSS to ensure timely response and follow-up
- Order placement, set-up in Syacc of custom parts and order processing
- Order placement and processing for TG-DNALOP
- Co-ordinate rush deliveries with production, purchasing and export
- Expedite and update orders as required
- Provide finished bearing sizes using the Thordon calculation program
- Prepare quotes utilizing price list and Smart Quote
- Presentation of custom quotes with data provided from Estimating
- Custom parts record management in Docushare
- May be required to travel from time to time
- Ensure transparent records of status of work are maintained, and share information freely with other departments
- Must be able to react to change productively and to undertake other tasks as assigned

## **Project Co-ordination Duties and Responsibilities**

Co-ordination of all Thordon HCP Projects under the direction of the HCP Business Unit Manager, including but not limited to:

- Set-up and update of specific project information in the Opportunity Data Base
- Initial inquiry review and co-ordination with Commercial Proposals Manager & HCP Project Engineer as required
- Proposal / Quotation preparation and presentation
- Ongoing support during quotation stage covering design, size and pricing revisions
- Order / contract review including co-ordination with Project Manager, Project Execution Manager, engineering as required
- Order processing including any required changes/updates resulting from customer changes and drawing revisions
- Work closely with Project Execution Manager to track status of HCP projects against customer delivery/commissioning timelines
- Prepare all HCP project offers and proposals, including development of new proposal templates and gathering required technical and commercial documentation from customer and HCP Project Engineer
- Manage all project related documentation and communication between Thordon and OEM Customers in cooperation with HCP BDM (arranging inspection visits, hold points, sending NCR's, drawing transmittal, etc.)
- Organize and lead Project meetings with relevant groups at TBI (MFG, Purchasing, QC, etc.) to ensure that all HCP Project requirements are well understood. Must be able to react to change productively and to undertake other tasks as assigned
- Assist with training of a backup resource who is trained on duties and is adequately prepared for vacations, or other planned or unplanned absences. On a scheduled and proactive basis, engage the backup to assist on project quotes and stay current on any unique quoting practices, templates, etc. that are developed and used by the HCP business unit.

## **Knowledge, Skills and Abilities Required**

- Ability to speak effectively to customers or employees of the organization
- Ability to solve practical problems
- Computer literate – Microsoft Word, Excel, Database application
- Ability to work under pressure
- Ability to work independently and in a team environment
- Strong organizational skills
- Ability to read blueprints
- Requires good judgement and a professional demeanor

## **Supervisory Responsibility**

None

## **Physical Demands**

While performing the duties of this job the employee is regularly required to sit, stand, walk, and talk or hear. This employee is also subjected to continual computer use.

## **Working Conditions**

The work environment characteristics described here are presentative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job the employee is subject to the conditions of an office environment most of the time. The noise level in the work environment is usually low.

## **Minimum Qualifications**

Minimum Grade 12+ education level

3 – 5 years experience

Experience working with Estimating, Quoting, or Project Coordination at Thordon an asset

PMP (Project Management Professional) certification an asset

## **Competencies Required for Success**

Competent in required job skill and knowledge

Keep others adequately informed

Resolves problems in early stages

Works well in group problem solving situations

Exhibits sound and accurate judgement

Includes appropriate people in decision-making process

Adapts to change in the work environment

Accepts criticism and feedback

Prioritizes and plans work effectively

Uses time efficiently

Reacts well under pressure

## **Health & Safety and other Corporate Values**

TBI is fully committed to providing a safe and healthy workplace that complies with all applicable standards and regulations for our employees and anyone that may attend our facilities worldwide. The employee shall:

- Adhere to the OSH Act, the regulations, guidelines and the Company rules as they relate to Health and Safety
- Abide to Company's Policies and Procedures, and use the Corporate Values and Culture as a guide for business growth
- Be familiar with handling materials and equipment used in daily activities
- Be aware of possible hazards in an industrial setting
- Act quickly in reaction to situations, following the instructions in the Company's Health and Safety Program