



Position Title: Project Facilitator

The Project Facilitator will provide support and assistance to Estimating, Sales, and Administrative teams, in order to keep projects on track and moving forward. This role will focus on a multitude of technical and administrative tasks such as pricing, purchasing, project coordination, and most importantly, communication with clients regarding project updates and follow ups.

Primary Duties:

- Assist Estimating and Sales teams with tasks such as project takeoffs, pricing, pricing revisions, changes to scope, organizing submittals and return documents, and product sampling.
- Assist Administrative and Scheduling teams by assisting with project scheduling based on product/material acquisition, communication of action items to Superintendent, and occasional assistance in preparation of presentations and progress reports.
- Maintain and follow the Standard Operating Procedure for post-sale items, such as purchasing, keeping track of lead times and estimated ship dates from vendors, delivery dates, and communication with clients regarding project updates and scheduling.
- Maintain and follow the Standard Operating Procedure for post-install items, such as tracking and following through with project punchlist items and follow ups with clients to ensure customer satisfaction.
- Process, create, and distribute technical product data and shop drawings in conjunction with project/client need.
- Aid team members in setting goals, timelines, and creating clarity with focus on communication.
- Act as a liaison between the client or end user and the Estimator/Project Manager.
- Forge trusting relationships with clients and vendors to ensure long-lasting and positive connections.
- Identify areas of improvement and solutions to better meet customer needs and expectations.
- Learn and maintain knowledge related to products, processes, and systems to promote efficiency, accuracy, and reliability.
- Uphold a strong focus on customer service, time management, organization, and internal communication with team members.
- Adhere to company mission and values while meeting departmental and organizational goals.
- Provide a positive attitude and commitment to promoting the collective good of the organization.



- Qualifications
- Customer service and communication-oriented mindset.
- Organization with a strong attention to detail.
- Strong communication, problem-solving, and analytical abilities.
- Ability to work with other departments cohesively.
- Ability to understand the window treatment industry and learn all product offerings, installation procedures, and production processes related to a given project.
- Ability to read and understand blueprints, sketches, building plans and shop drawings.
- Familiarity with construction trade and installation practices is a plus. Further knowledge will come with experience.
- Construction, estimating, or customer service experience is a plus.
- Computer skills: Microsoft Office, Excel, Outlook, Bluebeam, and Quickbooks is a plus. Further knowledge will come with experience and training.
- Must possess a positive attitude, with focus on company mission, vision, and core values.
- Must possess willingness and drive to go above and beyond when required.
- Drivers license with no limitations and clean driving record.

Disclaimer: While this description provides the general nature of the role, other duties may be assigned at the discretion of management as required by business need.

The hours for this position are generally Monday through Friday from 8:00 AM to 4:30 PM with occasional overtime when necessary to complete projects as dictated by the Project Schedule. This includes early start times, after hours during the week and occasional weekends.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must occasionally lift and /or move up to 20 pounds independently. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus due to working for long periods on the computer with spreadsheets. While performing the duties of this job, the employee is regularly required to use hands to type, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee is frequently required to stand; sit and talk or hear. The employee is occasionally required to walk.

We are an equal opportunity employer, we strive to hire, recruit, train and promote employees without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Applicants with disabilities may be entitled to reasonable accommodation under the terms of the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a change in the way things are normally done which will ensure an equal employment opportunity without imposing undue hardship on Jackson's Window Shoppe. Please inform the company if you need assistance completing any forms or to otherwise participate in the application process.