

## Job Description

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<b>Job Title:</b>	Project Co-ordinator
<b>Department:</b>	Creative Services, Marketing & Strategic Initiatives
<b>Reports To:</b>	Associate Director, Creative Services
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	September 1, 2013

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### **Primary Purpose**

The Project Coordinator manages projects from estimating through to final delivery with attention to detail on project budgets, deadlines and output quality. The Project Coordinator is the first point of contact for other university departments submitting design projects, and acts as a “job advocate” to steer jobs through estimating/quoting, scheduling of design, makes suggestions to create a holistic approach, development, production and delivery processes in a smooth and timely fashion by working closely with clients, designers, vendors, and other departments on campus.

### **Key Accountabilities**

**As the key point of contact between the client, the Creative Services team, and external vendors, the Project Coordinator is responsible for:**

- **Information Gathering:** Collects initial information and/or idea from the client; asks appropriate questions to gather additional information, anticipate needs of the client, determine end-use of project; makes recommendations to client regarding quality and cost-effectiveness of output.
- **Estimates/Quotes:** Using the gathered information, liaises with the Creative Services team and outside vendors (where appropriate) to produce timely, accurate project plans and estimates/quotes; enters information accurately into Avanti to create job ticket and passes to designer.
- **Scheduling & Deadlines:** Schedules large projects using Avanti. Tracks project deadlines (interim and final) throughout the production/development process; monitors projects to foresee timing problems and work towards a solution; manages client expectations and coordinates next steps if deadlines or client targets in schedule are not met.
- **Status Updates:** Tracks project progress throughout the production/development process; provides status updates to clients; communicates design scope and output specification changes to external vendors, secures updated vendor quotes to update job information and revises quotes for clients as necessary. The Project Coordinator must handle many projects of various size and scope with competing deadlines.
- **Quality Control & Delivery:** The Project Coordinator will send approved files to print, and if necessary, will attend press approvals at vendors to ensure projects are printed to specifications and quality expectations are met, making production changes as required. The Project Coordinator will liaise with outside vendors, Creative Services courier, clients and designer to ensure the timely delivery of projects.
- **Follow-up:** Matches vendor invoice(s) to project paperwork (where applicable), updates design time and external costs in the job, and confirms contact and account information in preparation of billing.

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- **Continuous Improvement:** The Project Coordinator will maintain extensive knowledge of print production, design, and multi-media for job-planning purposes; he/she will gather feedback from designers and clients to identify areas of success and those in need of improvement; he/she will recommend new initiatives and improvements to internal processes and assist with special projects as required.

### Required Qualifications

#### **Education**

- Post-secondary education in print, communications, business or related field, or equivalent experience.

#### **Experience**

- Experience with a print management system program such as Avanti
- Strong project management skills
- Experience in a design agency or commercial production setting
- Experience with Microsoft Office products
- Strong organizational skills and ability to handle multiple tasks and meet deadlines with attention to detail

#### **Knowledge/Skills/Abilities**

- Enthusiastic, customer-focused orientation
- Excels in a fast-paced environment with changing priorities
- Confident in an integrated, fast paced and collaborative team environment
- Extensive knowledge of design theory and print processes
- Excellent written and verbal communications skills including the ability to interpret and translate a client's needs into direction for design staff and to communicate technical aspects back to clients and ensure understandability
- Knowledge of design software and/or presentation software, such as InDesign
- Demonstrates sound, independent decision-making and judgement
- Capable working with tight deadlines and able to handle difficult situations with tact and diplomacy

### Nature and Scope

- **Level of Responsibility:** The incumbent will possess a strong understanding of design, typography, layout, colour theory, in print and digital environments, in a client service oriented, cost-recovery or revenue producing design and production environment. The position demonstrates an understanding of emerging design and print products and services and is expected to bring new approaches to meet the needs of the design team.
- **Decision-Making Authority:** Accountable and responsible for navigating projects from estimating through to final delivery with attention to project design and print specifications, budgets, deadlines and quality.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with a fast-paced environment and changing priorities. Given the nature of the work, hours outside of the normal working hours are expected.