



Our company's core values are Honesty, Integrity, Trust and Teamwork. We are filled with individuals who not only have those internal values but are also hard working, have pride in what they do and an indescribable desire to serve others in a way no one else can. We are looking for the kind of people that share our values and intense drive but also have an undeniable sense of urgency. They are able to think quick on their feet and perform at their best ability in a fast paced environment.

We provide emergency services as well as the reconstruction to properties that have been damaged by water, mold, sewage, fire, or any other hazard. Every day is filled with different challenges and solutions.

Does this sound like something you would be interested in? See below on specifics of the job:

Position Description:

The Project Coordinator will be responsible for assisting in the coordination, scheduling, and facilitation of the timely and profitable delivery of all services required to rapidly return customer's property to pre-loss condition, This will be achieved by creating high levels of customer satisfaction by establishing collaborative relationships among the project teams and constituent groups, resolving issues with customers and promoting the concept of integrated systems.

Responsibilities:

- Support, facilitate, and coordinate the work of multiple project teams and Project Managers
- Identify and remove barriers to successful completion of overall projects
- Serve as primary point of contact with external vendor representatives, insurance adjusters, project managers, and customers
- Assemble reconstruction estimates, contracts, and change orders
- Develop customer material allowances and selection sheets
- Complete and track contracts, submittals, and estimates via Xactimate
- Provide timely project status updates in our CRM (referred to as Dash)
- Maintain project work schedules and files
- Collect production daily site reports
- Prepare change orders and supplements
- Purchase materials and schedule deliveries
- Facilitate customer warranty and satisfaction surveys
- Secure client payments
- Maintain project files on XactAnalysis and Dash
- Maintain XactAnalysis files to obtain standard POMS score

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- Work with the property owner and insurance company to obtain an accurate scope of work
- Establish and maintain strong relationships with customers and insurance representatives
- Maximize customer satisfaction, revenue, growth and profitability through effective management and coordination of customer service, and promotion of all corporate goals and objectives.

Additional Duties and Responsibilities

- Attend and assist in conducting company meetings
- Communicate with customers and conduct in-home inspections as needed
- Participate in community organizations
- Attend trade seminars and workshops
- Act in support role for both Project Manager and Lead Supervisor.
- Confirm OSHA and safety standards are followed on all jobs
- Assist in answering phones

Decision Rights and Authority

- Schedule service work based on available capacity
- Provide input to and assist in development of strategic goals

Working Relationships and Scope

- Maintain timely communication and flow of information with technicians, service providers, estimators, clients and project managers
- Work with Operations Manager in hiring and discharge of production division personnel

Performance Competencies

- Oral Communication – The individual speaks clearly and persuasively in both positive and negative situations. Effective in one-on-one, small group, and large group situations. Adaptable and able to think on their feet.
- Written Communication – Writes clear, precise, well-organized letters, proposals and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.
- Team Building – Achieves cohesion and effective team spirit with peers and subordinates. Able to build a cohesive production staff balancing short-term and long-term needs. Sustains a climate characterized by open, honest relationships where differences are constructively addressed rather than ignored, suppressed, or denied.



- Planning and Organizing – Understands the short-term priorities for the Operations Department and how they fit with the other departments. Coordinates plans with other managers.
- Dependability – The individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Technology – The individual regularly uses standard word processing and spreadsheet software tools to enhance efficiency and accuracy of work performed, effectively uses communication devices and technology to collect, review, and forward field activity reporting.

Qualifications-Knowledge, Skills, and Abilities

Education and Experience

- High School or GED plus three-four years of experience in construction/restoration industry or Associates (2-year) degree in business-related field and a minimum of three years of experience in cleaning/restoration industry. Team leader or supervisory responsibility experience preferred.

Financial Reports and Budgeting

- Basic understanding of financial reports: Profit and Loss, Balance Sheet, and budgeting. Ability to review completed job costing, assess performance, and identify areas for improvement.

Technical skills

- Advanced technical skills, experience, and certification in the areas of service the company provides.

Mathematical skills

- Adequate math skills. Able to quickly and effectively translate remaining work into manpower planning and project completion times, and review and assess labor time reporting. Effectively project job costs based on work remaining.

Computer skills

- Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Word and Excel. Experience with Xactimate software is a plus.

Listening skills



- Effective in receiving feedback and input from employees, probing for additional information or unspoken issues, and providing timely response.

Certificates, Licenses and Registrations

- None required for this position.

Physical Demands

- *The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 40 pounds.

Working Conditions

- The work of this position is predominantly carried out in an office environment

Compensation package offer is as follows:

- Base Pay: \$19 - \$22 depending on experience
- Eligible for bonus structure after 90 days
- PTO per company policy
- Eligible for health benefits after 90 days
- Company pays 100% to the employee premium