



Midwest Mechanical Solutions

Order Fulfillment/Project Manager Assistant – In Training

Full-Time

We are a manufacturer's representative of some of the best-known brands in the commercial HVAC market. We are actively seeking an Order Fulfillment/Project Manager Assistant that can maintain and develop existing customer relationships through quality service and support of their needs.

An Order Fulfillment/Project Manager Assistant manages all aspects of equipment projects - from beginning to end - with direct responsibility for project execution to accomplish specific objectives while meeting deadlines. They are responsible for the administration, implementation, and management of equipment projects while being accountable for assigned projects' scope of work, schedule. An Order Fulfillment/Project Manager Assistant is responsible for timely completion of assigned projects and customer satisfaction.

JOB RESPONSIBILITIES

- Execute equipment orders from Proposal/Submittal through final payment and warranty period.
- Thrive on customer satisfaction
- Verify that MMS has an "approved" submittal and positive configuration acceptance by the installing contractor prior to releasing equipment for fabrication.
- Coordinate with subcontractors for equipment integration, i.e. controls interface, test and air balance contractors, etc.
- Coordinate with inside sales teams to select, order, and track the delivery of materials and equipment for assigned projects. Coordinate shipping processes to meet customer and project schedule requirements and reviews the equipment order status reports on a weekly basis, identifying any critical delivery requirements.
- Act as liaison between the factory and sales office; and the sales office and the customer.
- Maintain accurate written records of internal and external customer correspondence to mitigate project risk.
- Effectively communicate project progress, issues, and financial status to management as required.
- Coordinate post shipment services that may include start-up initiation, solutions to delivery, and shipping problems.
- First response for post-delivery problems that include unit installation, start-up, etc. Must be able to accurately communicate technical details to Factory and / or Service to formulate a resolution.
- Develop and maintain viable long-term relationships with customers, consultants, contractors, and subcontractors.
- Ability to handle a variety of other duties and responsibilities as assigned.

JOB REQUIREMENTS

- Bachelor's degree or equivalent work experience.

- One to three years related work experience in analysis and research. Project Manager Professional (PMP) accreditation is preferred.
- Computer skills experience to include Microsoft Office suite, PDF Writer, and basic Windows environment.
- Ability to work independently.
- Good organizational skills with attention to detail.
- Interpersonal skills to effectively communicate with both internal and external customers.
- Demonstrated ability to simultaneously handle a large and diverse number of projects and issues with tact, cooperation, and persistence.
- Must demonstrate MMS Core Values: driven and self-motivated, can do attitude, team player, customer driven, do what's right and accountable

BENEFITS

- Competitive salary and bonus program
- 401(k)
- Health insurance
- Monthly company gatherings
- Flexible/remote opportunities
- Training opportunities
- PTO