

Project Coordinator

Scout Services – Westmont, IL

Company Overview

Scout Services is a leading provider of permit and license acquisition services for commercial and residential projects nationwide. Our clients rely on our services team and innovative technology to save time and money and ensure their projects start on schedule. We deliver results for top Architect, Design, General Contractor, Roofing, Sign and Telecom companies.

We are creating the future of permitting and are seeking qualified project coordinators to join our team.

The focus of this role is to WOW our clients by successfully and efficiently completing projects and delivering world-class customer service.

Essential Duties and Responsibilities:

- Scope new projects and confirm permit submittal requirements
- Act as a subject matter expert for permit requirements both internally and externally
- Effectively communicate with clients and ensure the accuracy and completeness of permit applications
- Coordinate submittals with municipalities and partners
- Create and manage timelines and status reports to ensure clients are updated and deliverables are met
- Proactively resolve issues and obtain permits as fast as possible
- Document new permitting requirements, forms and insight in Scout Services platform
- Maintain all client communications and project details in SalesForce.com and Google Docs
- Develop strong understanding of project workflow and contribute to best practices
- Deliver world-class customer service – accurate and fast
- Qualify inbound email and phone leads

Qualifications:

- Minimum of 2 years project-related experience
- Track record of successful projects and satisfied customers
- Passionate about delivering great customer service
- Ability to handle multiple priorities and demands in a fast-paced, team environment
- Highly organized - process oriented with consistent attention to details
- Critical thinking – takes initiative and problem solver
- Proficient in Microsoft Office, Salesforce.com, Google Docs, Adobe

Please Contact:

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www.scoutservices.com