



Custom Projects Coordinator

Porchlight Book Company, a bulk book e-commerce retailer in Milwaukee, WI, is hiring a Custom Projects Coordinator to assist the Client Services team with the execution of custom projects sales, including the acquisition and coordination of all contracted sales materials, from collateral to mailing lists, to ready a project for shipment and ensure project deadlines are met. Your work will be essential to maintaining Porchlight's reputation for providing outstanding customer service throughout the publishing industry. This role reports to the Operations Director.

JOB DESCRIPTION

This position involves comprehensive project management of all necessary elements of a custom book project between order placement to project fulfillment. To be successful as our project coordinator, you will need to oversee multiple projects simultaneously, possess exceptional attention to detail and organizational skills, intersect with multiple departments and project stakeholders, including the customer, and prioritize the promised customer outcomes.

PRIMARY RESPONSIBILITIES

- Maintain and supervise overall custom projects calendar
- Create individual plans per project to ensure seamless execution of all aspects of custom project and/or book launch
- Establish and schedule deliverables to meet the client's quality expectations and timeline
- Intersect and communicate with all involved departments:
 1. Liaise with Customer Service and Sales staff to clarify project parameters and to communicate issues proactively
 2. Obtain necessary materials and component parts from client
 3. Schedule the building of custom web pages with IT department
 4. Coordinate assembly and shipment of project with Fulfillment & Logistics department
- Take ownership of and provide oversight on project(s) from final agreement of terms and order placement until completion of the job

ADDITIONAL RESPONSIBILITIES

- Continuous evaluation of services and schedule to identify potential issues and risks, bottlenecks, errors; develop necessary solutions
- Organize and manage project documentation
- Obtain and evaluate quality of printed project collateral
- Test new services, products, and features before implementation

REQUIREMENTS AND ESSENTIAL SKILLS

- Minimum of 2 years of project coordination, fulfillment, or management experience, and proven knowledge of concepts related to project management
- Minimum of 2 years of Customer Service experience and a keen understanding of customer-related processes
- Good working knowledge of Microsoft Excel and other project management tools/software
- Detail-oriented and organized with proven experience in managing multiple projects with multiple milestones and deadlines
- Excellent communication skills (oral and written) to ensure a cooperative and service-focused interactions with customers and peers
- Ability to work independently with a strong sense of ownership and responsibility for outcomes
- Familiarity with basic print design concepts and requirements

SALARY & BENEFITS

Salary range: \$38,000 - \$41,000 commensurate with experience.

Benefits include: 80% of healthcare policy coverage, disability coverage, 401k, and a generous time off policy.

Hours are 8:30-5:00, M-F. (We are currently working from home due to COVID-19, but expect to return to work on-site when able.)

TO APPLY

Email resume and cover letter to Sally Haldorson, Managing Director, at sally@porchlightbooks.com (no phone calls please). Deadline is November 30.

Initial interviews will be held on a rolling basis, virtually or via phone.

Porchlight Book Company is proud to be an equal opportunity employer.