

Apprenticeship Posting: Project Coordinator

Summary of the role and activities

The Project Coordinator is an integral member of a project team who contributes to the development and completion of projects that vary in size and complexity. You will organize and document project activities under the direction of a Project Manager (PM) and / or Project Director.

- Attend meetings and assist with determination of project requirements
- Track the progress and quality of project work
- Use project scheduling tools to monitor projects plans, work hours, budgets, and expenditures Communicate relevant project information to the client and project team
- Keep the Project Manager (PM) and others informed about project status and issues that may impact client relations

Who You Are:

Preferred mindsets and interests

- **Service Orientation:** You are interested in helping people. Solving problems comes naturally to you and you enjoy making others happy.
- **Organized:** You have great time management skills, are disciplined and focused. You enjoy making plans and seeing those plans through.
- **Cooperative:** Others might say you are good-natured, unselfish, and polite. You are genuinely interested in others' needs and pleasant.

What You Have Done:

Educational Requirements for Applying Candidates

Applicants should be able to communicate clearly and concisely, both verbally and in writing. Bilingual highly preferred.

Applicants should also be on track to master the following arithmetic competencies by the beginning of the apprenticeship in order to access potential college-level training content (as outlined in College Board Accuplacer Program Manual, October 2016):

- *perform the basic arithmetic operations of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and mixed numbers*
- *make conversions among fractions, decimals, and percents*

Applicants should be on track to master the following reading competencies by the beginning of the apprenticeship (as outlined in College Board Accuplacer Program Manual, October 2016):

- *answer questions that require them to synthesize information, including gauging point of view and intended audience*
- *recognize organizing principles in a paragraph or passage*
- *identify contradictory or contrasting statements*

What You Will Learn:

Occupational Competencies the apprentice will develop in the role

- **Project Management:** Tracking a business project from beginning to end using spreadsheet or software tools to determine timelines, budgets, owners, and stakeholders.
- **Communication:** Basic familiarity with professional communication in phone conversation, including using complex phone systems, and in writing via email exchanges and via technology solutions.
- **Microsoft Office:** Use of multiple end-user software packages and cloud solutions (which may include a business productivity suite such as MS Office)

Foundational Competencies the apprentice will develop in this role

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, and understanding the severity of a problem.
- **Service Orientation:** Actively looking for ways to help people; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues.
- **Critical Thinking:** Using logic and reasoning to identify the risks and rewards of alternative solutions, conclusions, or approaches to problems; seeing the big picture and identifying patterns like a large number of calls or questions about the same type of issue; identifying opportunities for improvement.

Apprenticeship Certification(s):

And last, but not least – Apprentices will study for and obtain the industry recognized certification of CAPM - Certified Associate in Project Management