

## Business Operations Project Coordinator Competencies

Required Competencies
<p><b>Customer Service/ Service Orientation</b>  <i>Provides customer and personal services, including conducting a customer needs assessment, meeting quality standards for services, keeping customers informed, and evaluating of customer satisfaction.</i></p>
<p><b>Project Execution</b>  <i>Understands and applies the principles of project management, coordination, and communication; schedules, plans, and tracks project activities.</i></p>
<p><b>Logistics management</b>  <i>Ensures effective and high-quality events and meetings related to projects.</i></p>
<p><b>Project Management Tools</b>  <i>Uses standard project management tools; makes effective use of technical and management methodologies.</i></p>
<p><b>Decision-making and Issue Resolution</b>  <i>Considers the relative costs and benefits of potential actions to choose the most appropriate one. Documents and tracks issues; corrects project performance when necessary.</i></p>
<p><b>Scope Definition</b>  <i>Establishes a clear scope, defines the extent of the project (what's in, what's out); and sets up and understands approval procedures.</i></p>
<p><b>Talent management</b>  <i>Assigns team members to project tasks based on skill set and the needs of a project.</i></p>
<p><b>Active Learning</b>  <i>Understands the implications of new information for both current and future problem solving and decision making.</i></p>