Project Coordinator Job Description

We are looking for a Project Coordinator to join the Projects Team to assist with software implementation and training for new and existing customers.   Each customer is different and the key to a successful implementation is understanding each customer's requirements.

You will be working with organisations of different sizes and liaising with people at all levels. Each new customer will require either implementation and training and you will an important part of the team that delivers these services, you will often be the first point of contact a new customer has with Zahara. Having a passion for software and confidence to guide customers through the software will really help in this role.

The Project Manager will scope out the projects initially but you will be managing your own workload within each project to ensure you can meet the ever changing needs of the customer and help the implementation and training complete on time.

You will also assist the customer Success Manager with any training needs for existing customers on an ad hoc basis.

This position is based in the Bath office and reports to the Project Manager. Due to COVID-19 restrictions this is temporarily home based.

Responsibilities

- Effectively and efficiently complete customer set ups
- Deliver clear and cohesive training on our software
- Working closely with customers to gather information required and meet implementation deadlines
- Be able to work within agreed timescales
- Respond to customer queries throughout the onboarding process
- Represent the company's values and promote the benefits delivered by our software
- Successfully hand over to Customer Success on project completion
- Collect and summarise lessons learned during the lifetime of the project
- Assist with other projects in the business as required

EB 4/3/21

Company Profile

Zahara is a Purchase Approval Platform that streamlines purchase orders and invoice approvals and allows organisations to gain control of their spending. Our application is designed and built in Bath but used by finance teams all over the world. Now is an exciting time to join Zahara, the global shift to home working has put even more emphasis on the importance of cloud-based software and the days of paper purchase orders are rapidly disappearing. We are based in central Bath although everyone is home working at the moment. Once restrictions have been lifted, the intention is to have a blend of home and office working.

Knowledge and desired experience

- Experience in customer service or communicating with customers
- Account management / training experience
- Excellent interpersonal and communication skills
- Self-motivation and a can-do attitude
- Strong organisation skills
- Empathy with the customers requirements'
- Ability to see tasks through to completion
- Multitasking, the ability to work on multiple projects at once
- Confidence to deliver training to finance users
- Knowledge of financial software (desirable but not necessary)

Apply To:

Emma Baker
Project Manager
eb@myzahara.net

EB 4/3/21