

ELEVATE YOUR CAREER!

Do you have service management experience? Do you want to turn your experience into a rewarding career? Make your contributions count and join our team in the Sunshine State.

In addition to the sun, beach, sea breezes and palm trees, Pergravis, a mission critical facilities firm centrally located in beautiful Tampa, Florida, has much to offer a candidate with the right set of skills.

Pergravis provides all its employees with Health Insurances, 401K, Life Insurance, flexible time off, company sponsored activities, career building educational opportunities, and other performance rewards.

So, come join our team in Tampa, FL! Pergravis is willing to relocate the appropriate candidate.

About Pergravis, LLC

Pergravis, LLC is a mission critical facility firm that provides data center and mission critical facility consulting, assessment, design, development, maintenance, systems deployment and migration services to customers around the world.

Maintenance Service Coordinator

FLSA Status: Non-exempt, Full-Time Employment

Summary

Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for assisting in the successful implementation and delivery of mission critical facility systems maintenance projects.
- Reviews project scope to develop project plan, level of effort estimates, scheduling, funding limitations, work flow procedures for accomplishing project, monitoring and progress tracking of project, and allotment of available resources.
- Prioritizes multiple tasks and works effectively both independently and within a team.
- Collaborates with maintenance division staff and managers to outline work flow and to determine individual duties and responsibilities.
- Coordinates project activities with customers, vendors and internal personnel to ensure project progresses on schedule and within prescribed budget.
- Compiles project related documents such as, Method of Procedures, access requests, service reports, and quality assurance forms under the guidance of maintenance division managers.

- Maintains a high degree of contact with customers and vendor by telephone, email and hardcopy documents and must be fully competent in these three methods of communication.
- Confers with customers and vendors to provide guidance and to resolve problems.
- Manages a portfolio of mission critical facilities, each having a variety of systems which Pergravis maintains. These systems may include, but not necessarily limited to, the following:

Electrical Systems

Physical Security

Mechanical Systems

General Facility Systems

- Prepares reports for management, client, or others.
- Coordinates project activities with those of government regulatory or other governmental agencies.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year college or university; or two to five years related experience as a project manager or project coordinator; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

Project Management Institute (PMI) Certified Associate in Project Management (CAPM)[®] certificate is a plus. Six Sigma certification is a plus. **SalesForce** experience is highly preferred.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of MS Outlook, MS Excel, Advanced MS Project, MS Word, MS Powerpoint, Adobe Acrobat, and **SalesForce CRM**.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Change Management - Communicates changes effectively; prepares and supports those affected by change; monitors transition and evaluates results.

Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

Delegation - Delegates work assignments; sets expectations and monitors delegated activities; provides recognition for results.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Managing People - Takes responsibility for subordinates' activities; provides regular performance feedback; solicits and applies customer feedback (internal and external); improves processes, products and services.; continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; displays orientation to profitability; aligns work with strategic goals.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Undertakes self-development activities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is

occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision and color vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

If you are looking for a chance to work hard, have fun, and make a significant contribution to our dynamic company where your work matters, submit your resume for review.