



## Business Operations Project Coordinator Competencies

### Required Competencies

#### Customer Service/ Service Orientation

*Provides customer and personal services, including conducting a customer needs assessment, meeting quality standards for services, keeping customers informed, and evaluating of customer satisfaction.*

#### Project Execution

*Understands and applies the principles of project management, coordination, and communication; schedules, plans, and tracks project activities.*

#### Logistics management

*Ensures effective and high-quality events and meetings related to projects.*

#### Project Management Tools

*Uses standard project management tools; makes effective use of technical and management methodologies.*

#### Decision-making and Issue Resolution

*Considers the relative costs and benefits of potential actions to choose the most appropriate one. Documents and tracks issues; corrects project performance when necessary.*

#### Scope Definition

*Establishes a clear scope, defines the extent of the project (what's in, what's out); and sets up and understands approval procedures.*

#### Talent management

*Assigns team members to project tasks based on skill set and the needs of a project.*

#### Active Learning

*Understands the implications of new information for both current and future problem solving and decision making.*