

Senior Project Coordinator (aka Client Services Manager)

Our intellectually challenging and informal atmosphere requires self-management, initiative, teamwork, attention to detail, customer focus, flexibility, and accountability. This position provides a great opportunity for someone to utilize a well-rounded set of project coordination skills in a professional services setting.

The primary responsibilities consist of tasks necessary to manage consulting and executive coaching projects, serve as primary point of contact for clients and the Cambria project team, solidify and maintain a strong client service infrastructure, foster strong relationships with a network of subcontractors, and contribute to building the visibility and image of the company's brand. The position requires collaboration with Cambria's Account Managers and other members of account and project teams — consultants, contractors, finance, and other project contributors — to facilitate smooth, effective, and high-quality service delivery on time and on budget.

Key Responsibilities

- **Project Planning & General Oversight.** Work with Cambria project teams to develop and revise project designs and detailed plans, track progress against plan deliverables and objectives, maintain communication flow between project team and client, and anticipate and resolve potential project delays and issues.
- **Project Budgeting, Contracting & Billing.** Monitor project delivery to ensure completion on time and within budget, address budget expansion and “scope creep” with project team and client, process statements of work and other project-related contracts, validate and approve project-related contractor and Cambria invoices, promptly resolve invoicing issues, and work with Finance to maintain accurate project financials.
- **Client Relationship Management.** Serve as liaison between the Cambria project team and the client to ensure project timelines and requirements are met, check in with the client periodically to ensure satisfaction and address issues, respond to client inquiries and requests, and address client issue escalations.
- **Project Staffing, Communication & Oversight.** Enlist Cambria staff and contractor resources to contribute to project delivery, prepare and execute contractor agreements, maintain project tracking systems, keep project team informed of important project details (e.g., expectations, deadlines, progress, changes, client developments), respond to project team questions and concerns, and address labor overages and performance issues (e.g., timeliness, quality, behavior).
- **Business Development Support.** Track and follow up on project leads and opportunities, develop content and standard pricing for Cambria responses to RFPs and other proposals, assist in developing and answering questions about sales presentations, serve as informational point of contact for lead contacts and new clients, and listen for new opportunities for Cambria to expand business or relationships within accounts.
- **Contribution to Practice Success.** Organize and participate in practice meetings and track practice to do's, take ownership for practice support responsibilities as identified, contribute to practice infrastructure projects and initiatives, and oversee contractor network selection process, onboarding, and community of practice events.

Key Qualifications

- 5 years of project coordination experience
- Organizational skills and detail orientation
- Oral and written communication skills
- Interpersonal and relationship-building skills
- Proactive orientation; ability to work autonomously to resolve issues and clarify ambiguity
- Quantitative acumen
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- Bachelor's degree

This position requires occasional travel.

If interested, please send a cover letter and resume to recruiting@cambriaconsulting.com.