

## Business Operations Project Coordinator Competencies

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