

## Resource Coordinator - Temp - Minneapolis

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- Do you love solving challenging puzzles?
- Are you skilled in managing multiple components and details simultaneously?
- Do you want to be a part of a dynamic global team that impacts the success of a high-profile client?

In this fast-paced role, you will serve as a key liaison for individual participants who are entrusted to us by one of our global clients, assuring that their experience at PDI NH is successful. The person in this role will work both independently and with a global team to schedule professionals to interact with those client participants and deliver PDI Ninth House (PDI NH) solutions. You will also have the opportunity to partner with team members from nearly every department in the firm (e.g. Sales, Consultants, Project Managers, HR, IT, etc.) as well as our external client to assure that shared expectations are met and outcomes are delivered in a timely and high-quality manner. This position is part of the Project Management Group within PDI NH Project Services. The client this role supports has locations across the world.

**This is a temporary role for 3-5 months that may turn into a full-time position based on continuing high client demand. This will be a minimum of 20 hours per week up to 40 hours plus per week depending on need.**

### JOB RESPONSIBILITIES

- Be a self-starter, able to work independently to support your clients, as well as a team-player, able to work collaboratively and partner with your colleagues
- Develop effective solutions and respond promptly to internal/external client scheduling requests
- Negotiate with customers to find win-win solutions for scheduling assessment deliveries
- Manage the logistics of scheduling client calls, assessments, reports and editing; work directly with client contacts to schedule delivery work
- Utilize on-line systems, tracking databases, and scheduling criteria to maximize resource efficiency, team member engagement and firm profitability
- Update and maintain all necessary tracking information and online client documentation in designated systems
- Be knowledgeable about the capacity level and current projects of the available consulting staff
- Utilize client management data to satisfy specific client needs/preferences
- Provide project support to Project Manager and client team as needed
- Help support consultant preparedness for deliveries.
- Verify participant preparedness for the assessment experience
- Assure excellent customer service and responsiveness throughout to optimize the participant experience
- Monitor project forecast and projected delivery volume each month; resolve any issues with the Project Manager and client team

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- Proactively search for ways to improve/streamline processes, build team collaboration and add value for our customers
- Participate in team events/weekly meetings; Participate on firm-wide teams as needed

### EXPERIENCE AND EDUCATION REQUIREMENTS

- Bachelor's degree
- 2+ years of logistics coordination/event planning/staffing experience, especially calendar management of multiple people in remote locations
- Strong project coordination skills and demonstrated ability to effectively manage multiple demands
- Advanced proficiency in MS Word, Excel, Outlook, Access and PowerPoint; Ability to learn complex internal software programs and comfort using a variety of technology solutions to do work (i.e., IM, Video Conferencing, Live Meeting, etc.)
- Experience in challenging customer service roles a plus

### COMPETENCIES

- High attention to detail and ability to manage multiple moving parts simultaneously
- Strong creative thinking and puzzle solving skills
- Able to manage under pressure and tight deadlines — good stress management
- Able to work both independently and as part of a remote team
- Strong organizational skills and ability to prioritize multiple requests, track details and manage change
- Capacity for high productivity with repetitive work and an ability to handle ambiguous information
- Strong customer service focus
- Flexibility and patience with handling changing customer demands
- Ability to think critically and apply judgment when executing processes
- Resourceful; knowledge and effective use of source materials to resolve questions
- Adept at building relationships with cross-functional and remote teams, at all levels of the organization, both internally and with clients
- Excellent written and verbal skills
- Ability to influence without authority
- Proactive; ability to anticipate problems and identify alternative solutions

**PDI Ninth House** is the premier global leadership solutions company with distinctive expertise in accelerating leadership effectiveness to maximize organizational performance. We have more than 40 years of experience in helping clients identify, manage, develop, and promote superior leaders across all levels of the organization. PDI Ninth House uses a unique combination of innovative, field-tested strategies; state-of-the-art technology; and proven processes to tailor specific solutions for our clients. PDI Ninth House partners with the world's leading organizations, enabling them to address critical leadership challenges with innovative solutions. Our aim is simple—the well-placed confidence that clients' current and future leaders are distinctively stronger than their competition, resulting in sustained, superior performance.

**PDI Ninth House** provides employees with the opportunity to build their career in a stimulating, multicultural environment as well as offering competitive compensation and benefits. PDI Ninth House is an equal opportunity employer (EOE).

**Job reference:** REQ # PW2055