

## **Project Coordinator**

*Waterloo Turf Houston*  
*Full-Time, 100% Remote*

The Waterloo Turf Houston is looking for a dependable, organized, and proactive **Project Coordinator** to join our team!

You'll work closely with and report directly to the owner, supporting both our internal operations and external client experience. If you thrive in a dynamic environment, enjoy keeping things organized, and love supporting others, this role could be a great fit.

### **Responsibilities:**

- **Lead Management & CRM Coordination**
  - Response to all leads within minutes
  - Handle follow-ups via calls, emails, and texts
  - Keep leads organized and updated in real time
- **Scheduling & Estimating Support**
  - Coordinate estimate appointments for our sales and project teams
  - Communicate with customers to ensure clear expectations and scheduling
  - Support calendar management across the team
- **Project Management Support**
  - Provide admin support for ongoing projects
  - Collaborate with Turf Pros to ensure smooth project flow
  - Assist with any day-to-day operational needs as they arise
- **Job Costing & Margin Tracking**
  - Collect and organize all job-related receipts and expenses
  - Track material and labor costs to ensure accurate job costing
  - Support the owner in reviewing gross margins and identifying issues
- **Customer Service & Communication**
  - Serve as a point of contact for client questions and concerns
  - Ensure top-notch customer communication throughout the client journey
- **Community Outreach & Event Coordination**
  - Research and recommend local events for brand exposure
  - Handle sign-ups and coordinate logistics for community participation
  - Ensure a professional and engaging presence at events
- **Self-Generated Lead Activity**
  - Join local Facebook, Nextdoor, and community groups for turf-related questions
  - Engage in conversations and share relevant posts to promote our services
  - Identify opportunities to generate leads through local digital communities

### **What We're Looking For:**

- Fluent in English & Spanish
- Strong organizational and multitasking skills
- Excellent written and verbal communication
- Comfortable using CRM tools and learning new software
- Previous experience in admin, customer service, or project coordination
- Self-motivated with the ability to work independently and as part of a team

### **What We Offer:**

- Salary: \$1,200 per month USD, paid on the 1st & 15th
- Schedule: Monday to Friday, 7:30am to 5pm CST
- Paid-time off & vacation pay
- Start Date: June 16th, 2025

**Ready to join a company that values professionalism, customer experience, and growth?**