



WE ARE LOOKING FOR A **PROCESS COORDINATOR**



KEY ROLE

The Process Coordinator is responsible for providing support to the Process Development team in understanding clients' businesses, creating effective business workflows and process documents based on their needs and expectations.



RESPONSIBILITIES

- Review the VA task list and help create the process map and documents used by other departments to ensure successful VA and Client partnerships.
- Assist Process Developers in identifying improvements that can be implemented with their current processes while creating an effective plan through the assistance of our Client-VA pairs.
- Create trackers or templates based on the determined tasks that our VAs can accomplish during process mapping calls.
- Complete process flows and documents for clients that will be endorsed to the Operations Team.
- Review data and proactively look for trends that could lead to process improvements, behavioral trends, operational improvements and efficiencies.
- Develop and maintain an understanding of Rocket Station systems used to generate and track data, including the equations used to derive specific calculations.
- Maintain confidentiality of client and company data without exception.
- Research on a system/tool's interface, functions, and features to help create a master file document.
- Facilitate communication and interaction between other team members, departments, or different providers' Customer Support
- Coordinate with the Process Developers regarding the completed process documents for review.
- Coordinate with the CS Support of different providers to check the process or function of a tool/system.
- Coordinate with the Operations Team regarding the completion of process materials of clients that will be endorsed to their team.



QUALIFICATIONS

- Excellent communications skills (written and verbal)
- Ability to manage and organize data
- Detail-oriented
- Technically oriented person
- Able to adapt and learn new systems and tools
- Proactive and self-reliant



SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 10 Mbps

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