

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 05/18/2024



94538
Fremont, CA, 94538

Project Coordinator I

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$24.18 to \$27.90 hourly
Employment status: Contract / Temporary

Description

Daily Responsibilities

- Acts as the first point of contact for the Global Services team- initiating and responding to communications from customers partners and Tableau internal teams.
- Ensures successful close out of training and certification orders and works with operations and sales to ensure all opportunities are closed in a timely manner
- Independently manages internal and external customer issues to resolution or escalate to the appropriate parties when necessary
- Processes customer training and consulting engagements in collaboration with our Customer Services Finance Sales and Operations teams
- Manages regions specific resourcing tasks by managing relationships with instructors and assigning them to projects
- Works with our training facility providers operations and the delivery teams to schedule maintain and process classroom registration training courses
- Communicates with services partners to ensure that they have what they need to be successful including but not limited to facility locations virtual delivery details materials and customer information
- Assists sales by providing informational content regarding educational offerings to customers and recommending offerings to meet customer needs
- Creates and manages clean records including but not limited to services queue tickets sales opportunities recording communications and records of pending and resolved issues
- Reviews contracts and invoicing for services engagements to ensure accuracy and proper delivery
- Manages various month-end tie-out processes including but not limited to processing all open education product orders and related issue resolution

Requirements

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- Detail-oriented.
- fast learner.
- ability to work in a fast-paced environment.
- ability to manage a large volume of tasks effectively.

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