

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/04/2024



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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**This Job Posting will expire in 10 days.**

