

Project Coordinator

Overview:

Wanted: A hard-working, adaptable, continual learner who wants to be part of a collaborative, high-performing team. We're looking for someone who relishes the challenge of working in a fast-paced environment and who actively seeks constructive feedback to fuel their personal development. Mountaintop Consulting is committed to providing exceptional work and service for our clients through a culture that values great work and great teammates. If this describes you, and you're looking for more than just a job, we'd like to get to know you.

Mountaintop Consulting is an established, successful consulting boutique whose clients include Shell Oil Company, Kirkland & Ellis LLP, Wal-Mart, Johnson & Johnson, Susman Godfrey LLP, and other prestigious financial services, law, and private equity firms. We are a true meritocracy where the opportunities for professional growth and learning are limitless. About our culture: we are friendly and hard-working. We give a lot of feedback – and take it with the positive intent with which it's given. We don't shy away from tough conversations. We hold each other accountable and support one another personally and professionally.

Our Project Coordinators are responsible for interfacing with clients, developing an understanding of their business, and keeping projects moving forward. The ideal candidate has the confidence to initiate action if goals are not being met. Creating accountability for clients and colleagues takes finesse and a bit of charm. So, our Coordinators should have strong communication and people skills, problem solving skills, and the ability to stay calm under pressure.

This is a full-time position with a hybrid work schedule. It will be in-person 3 days a week in downtown Houston. To protect each other and meet client requirements, all employees must be fully vaccinated for covid-19 and update that vaccination as boosters become available. Typical working hours will be between 8:30 AM and 5:30 PM. Compensation is attractive and commensurate with experience level.

Responsibilities:

Project Coordination & Client Relations

- Serve as a liaison between clients and the Mountaintop team
- Provide excellent customer service to our clients as well as consultants
- Manage client onboarding process
- Coordinate with the internal team on scope of work documents and create work plans in Mountaintop's project management system
- Collaborate with colleagues, client teams, and other vendors to implement professional development, coaching, and consulting projects
- Analyze and compile client assessment and tracking data in Excel
- Upload and manage client lists in CRM system
- Create and distribute surveys following client engagements
- Follow established workflow processes and track progress in project management programs
- Logistical and administrative support of projects and senior team members, including scheduling meetings related to the project
- Online research

- Review all final deliverables for formatting, accuracy, and compliance with brand guidelines and project requirements
- Assist with one-off client projects and other administrative tasks as requested

Training Support

- Prepare presentation materials, handouts, and follow up resources for trainings and workshops
- Provide technical support as well as support client engagement during live, online webinars and workshops
- Build strong relationships with clients and internal facilitators by providing clear communication and creative solutions to problems that may arise. This will include a kickoff meeting prior to a training, logging into the session early, and being available for debriefing
- Assist facilitators with administrative tasks such as capturing participant comments and distributing digital participant materials if needed
- Support a variety of online webinar platforms including Zoom, Webex, and Microsoft Teams and be willing to learn additional platforms as needed

Ideal Candidate Is:

- A well-organized, hardworking, adaptable self-starter who is effective working in a fast-paced and rapidly changing environment
- Enthusiastic and capable of serving as an ambassador for Mountaintop's work and core values
- Someone who enjoys connecting with people and quickly develops trust-based relationships
- Consistent and productive. Able to develop and follow detailed processes
- Enjoys work that requires frequent shifts in direction and can do so while maintaining impeccable attention to detail
- An avid learner who enjoys taking on new challenges and solving problems
- A team player with a "can do" attitude
- An excellent listener
- Principled and committed to the highest standards of ethical behavior and confidentiality
- Willing to pitch in wherever needed on a team or project
- Eager to learn new software and savvy with the use of technology for internal processes and client work

Requirements:

- Proof of vaccination for covid-19
- Authorized to work in the US
- Bachelor's degree with a minimum GPA of 3.3 / 4.0
- Two years of related experience, preferably in a professional services or law firm environment
- Proficiency in Microsoft Office (Outlook, Word, PowerPoint, Excel) and project management software
- An effective oral and written communicator (will be tested)
- High sense of urgency, with the ability to meet deadlines
- Excellent time management and organization skills, with the ability to prioritize work

Interested candidates should send their Resume and a Cover Letter to info@mtopconsulting.com.