



JOB DESCRIPTION

Project Coordinator

Department	Member Digital Services
Reports to	VP, Member Digital Services
Supervises	N/A
Pay Grade	Non-Exempt Grade 14

Job Summary

The Project Coordinator supports the Project Management Office (PMO) and Change Management program by assisting in the coordination, organization, and tracking of cross-departmental projects. This role helps ensure projects align with the credit union’s strategic objectives by preparing comprehensive action plans, including resource allocation, timeframes, and budget considerations. Responsibilities include scheduling project activities, tracking risks, maintaining project documentation, and handling administrative and financial queries. The Project Coordinator collaborates with internal teams and stakeholders to facilitate seamless project execution, ensuring deadlines and quality standards are met. Success in this role requires strong time management, organization, and communication skills, as well as the ability to support more significant initiatives while proactively leading smaller projects or workstreams. The Project Coordinator plays a key role in driving project efficiency and supporting change initiatives to ensure smooth transitions across the organization.

Essential Functions

- Supports the development and execution of project plans by collaborating across departments to assist in defining activities, estimating timelines, and aligning schedules with organizational objectives. Takes the initiative in smaller projects by coordinating needs assessments and assisting with project planning to drive successful outcomes.
- Assists with cost tracking, budget monitoring, project coordination, and prioritization of multiple related projects. Provides organizational and administrative support to ensure smooth execution while demonstrating reliability and accountability.
- Coordinates efforts for new product upgrades, feature enhancements, system integrations, data conversions, and other changes by tracking progress, maintaining documentation, and ensuring tasks are completed on schedule. Takes ownership of smaller projects or workstreams under the guidance of a senior Project Manager and leadership.

- Assists in developing project plans, deployment schedules, and required project deliverables by gathering and organizing information, ensuring alignment with organizational goals, and tracking progress.
- Supports all aspects of project execution, including chartering, scope definition, requirements gathering, project planning, change control, and risk tracking.
- Assists in preparing project status reports and updates for senior leadership and stakeholders.
- Helps identify, monitor, and track project risks, issues, dependencies, constraints, assumptions, and delays. Proactively escalates concerns to project managers and senior stakeholders as needed, ensuring timely resolution and project continuity.
- Proactively communicates project status, issues, and risks to management.
- Follows departmental policies, procedures, and methodologies.
- May conduct regular status meetings and/or support larger project meetings with all stakeholders, continuously considering their needs and requirements.
- Works in tandem with the team members to ensure resource constraints, are monitored and work is delegated to team members in a timely fashion.
- Supports the credit union-wide Project Management Office and Change Management program and team members and helps to provide status updates on requests to the appropriate personnel, fostering innovation and positive changes.
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- Supports other departments on their projects.
- Attends and participates in all meetings, trainings, and committees as required.
- Satisfactorily completes all required compliance training and complies with regulations that apply within the scope of the position, including Bank Secrecy Act compliance.
- Actively participates in community and civic events, fostering a sense of connection and involvement to promote community awareness of the credit union.
- Ensures the project work area is clean, secured, and well-maintained.
- Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

- Proficiency in Excel, Word, Outlook, PowerPoint, Visio and MS Project (or other Project Management software) and technologically savvy with the ability to learn new software applications.
- Strong attention to detail, as well as organizational, time management, problem-solving, and communication skills.

- Knowledge of standard office practices and procedures, including the use of standard office equipment, basic record-keeping, arithmetic, and computer applications related to the work.
- Knowledge of pertinent Federal and State laws, rules, regulations, and policies and procedures as they apply to the area(s) of responsibility.
- Knowledge of principles and practices of program and policy development and implementation.
- Ability to analyze data and prepare technical reports, interpret and evaluate technical information, problem-solve payroll issues, and explain and interpret information.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations.
- Comfortable leading virtual or in-person meetings with good presentation skills.
- Cooperative and willing to assist others.
- Ability to meet deadlines and maintain an effective and efficient workflow.
- Ability to work well under pressure while always promoting a professional image for the credit union.
- Ability to work independently and in a team setting and handle multiple deadlines in a fast-paced environment.
- Ability to maintain confidentiality.
- Ability to understand complex written and verbal communications and respond with professionalism and tact by phone, in person, and/or in written format.

Education and Experience

- Bachelor's degree in Business Administration or related field and a minimum of two years of related experience in the financial services industry (bank, credit union, etc.) preferred.
- Financial services institution experience may be substituted year-for-year for the education requirement (i.e., 6 years of experience may be substituted for the educational requirement).

Additional Requirements

- Incumbent must be bondable.
- Must possess and maintain a valid driver's license to travel to all credit union locations as needed.

Physical Demands

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this

classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.