**Type:** Full-time

**Experience:** 1-2 years experience

**Position:** Program Coordinator

**Department:** Individual Award Operations

**Company Description**

HMI Performance Incentives is a leading full-service performance improvement company

focusing on channel loyalty initiatives, sales/customer incentives, employee recognition programs

and group travel. Since 1980, HMI has combined powerhouse solutions with personal service to

develop successful incentive strategies for companies that increase sales, market share, loyalty

and profits. Based in Norwood, MA HMI provides client services in over 80 countries worldwide.

**Job Description**

Under direction of the Client Services Manager, the Program Coordinator is responsible for providing administrative and service support for ongoing programs or projects. The Program Coordinator is responsible for the operational functions of the department, the prioritization of responses to participant inquiries and providing resolutions where applicable.

**Primary Responsibilities**

* Provide program support to Program Managers and internal operations teams as needed.
* Implement program plans and program updates and facilitate project team communications.
* Primary responsibility for single scope work: single offerings, small volume projects.
* Maintain online documentation. Monitor project deliverables and flag concerns.
* Edit program documents and materials.
* Coordinate production materials for client-focused meetings.
* Assist with setting up internal touch point meetings.
* Liaison for program client service inquiries; raise questions/challenges to the Program Manager.
* Demonstrates awareness of program goals and objectives.
* Other duties as assigned.

**Job Requirements**

* Bachelor's degree or equivalent experience plus a minimum of three years marketing and/or operations experience in the professional service industry required.
* Must have a proven track record measured by customer service levels and satisfaction, increased responsibilities, and working relationships with colleagues and management.
* Must be able to communicate effectively and clearly in writing and orally, both in one-on-one and in group presentation situations.
* Ability to interact and communicate with all levels of staff and management is required.
* Must be proficient in Microsoft Office.

**Additional Information**

• Local candidates only, no relocation (Boston Area).

• Upon request, applicants will need to provide 3 professional references.

• No third party applications.

**Please send resume and compensation requirements to:**

humanresources@hmiaward.com