

Tory's Roofing & Waterproofing Inc.

Job Title: Coordinator

Employment Type: Full-Time

FLSA Status: Exempt

Department: Production

Job Summary

Job Description: Roofing Coordinator

Position Overview

The Roofing Coordinator plays a pivotal role in delivering an exceptional customer experience from project start to finish. This position ensures that every roofing project runs smoothly — coordinating crews, materials, schedules, and communications to meet client expectations with professionalism and care.

As the central point of contact between clients, field teams, suppliers, and subcontractors, the Roofing Coordinator must balance technical expertise with strong people skills. This role is ideal for someone who thrives on organization, problem-solving, and ensuring every customer interaction reflects the company's values of quality, integrity, and service.

Key Responsibilities

Customer Service & Communication

- Serve as the primary communication link between clients, project managers, and production teams.
- Provide proactive updates to clients regarding project schedules, material deliveries, and changes.
- Respond promptly and professionally to customer inquiries, concerns, and change requests.
- Build strong relationships with homeowners, property managers, and general contractors to ensure satisfaction throughout the project lifecycle.
- Coordinate client walkthroughs, inspections, and close-out communications.

Project Coordination & Scheduling

- Assess the full scope of work to be performed and determine project requirements.
- Assign crews based on skills, experience, and project type to ensure efficiency and quality.
- Forecast production timelines and adjust schedules based on weather, crew availability, or material delivery changes.
- Confirm order delivery dates and times with suppliers, ensuring materials are available when and where needed.
- Coordinate with subcontractors to align scopes, resolve conflicts, and maintain timelines.

Operational Excellence

- Maintain accurate project documentation, including schedules, material lists, and communication

logs.

- Collaborate with project managers to ensure all work meets company and manufacturer standards.
- Track project progress and address potential issues before they affect client satisfaction.
- Support warranty and service work coordination as needed.

Qualifications & Skills

- Strong customer service and communication skills; able to de-escalate situations calmly and professionally.
- Roofing or construction knowledge preferred, with an understanding of installation, materials, and field operations.
- Excellent organizational and multitasking abilities with attention to detail.
- Proficient in scheduling and project management software (AccuLynx, BuilderTrend, or similar).
- Ability to work collaboratively with diverse teams—field crews, suppliers, managers, and clients.
- Positive, solution-oriented attitude with a commitment to upholding company reputation and client trust.

Education & Experience

- High school diploma or equivalent required; Associate's or Bachelor's degree in Construction Management, Business, or related field preferred.
- 3–5 years of experience in roofing, construction coordination, or customer service within the trades.
- Previous experience handling client communication and production scheduling preferred.

Position Details

Job Type: Full-Time

Reports To: Operations Manager / Project Manager

Compensation: Competitive salary with benefits and potential performance incentives based on customer satisfaction and project efficiency

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires 3 years to 5 years of previous experience. A high school diploma (or GED or high school equivalence certificate) is preferred.