



Resource Coordinator

At our downtown Bellevue office, we have a great position open for a Resource Coordinator who is looking to take that next step in a small company environment. You will be responsible for supporting our Professional Services Consulting team. With a solid track record of success and aggressive growth plans, Explore offers a fun environment where we work and play hard while enjoying life balance.

Why Work for Explore?

- Delivering industry-leading cloud computing solutions for more than 14 years.
- Explore was ranked the 2nd "Best Place to Work" in the region by Seattle Met Magazine.
- Explore has ranked among Inc. Magazine's fastest-growing companies for 5 straight years.
- Explore is a 10-time Star Award recipient for Top NetSuite Sales Performance in North America.
- Only NetSuite Solution Provider to achieve Top 5 Club North American sales honors all 5 years since inception.
- Explore was named 2011 and 2014 NetSuite Partner of the Year -- Americas.
- NetSuite was ranked #1 Fastest Growing Financial Management System in North America by Gartner last 3 years.

Job Description

You will be responsible for assisting in the operation and management of three consulting teams. You will manage and prioritize incoming requests for resources and work with team managers to align the proper consultants to execute on the projects as well as problem-solve the project assignment and execution process. To be great in this role, you'll need to use your skills to understand and predict the project needs to assist in staffing and managing the projects. It's a fast-paced role, on a fun and cohesive team.

Primary Responsibilities

- Support the Professional Services leadership team with appropriate resource assignment based on availability and project requirements
- Assist in transition from sales to services by implementing projects, tasks, budgets, and resource assignments.
- Weekly preparation of the Time Metrics & Resource Forecasting reports (track, analyze, and report consultant utilization across all business lines)
- Foresight of the Consultants availability and time out of office as it relates to project assignments
- Develop monthly, quarterly and annual reports in NetSuite for the Executive team with KPI's including but not limited to: total projects billed, total clients billed, billable vs. non-billable utilization, billable employee headcount, hours inventory, etc
- Create and maintain a summary of all approved non-billable projects (client, product and internal) with target deadlines and resource skillset needed
- Work closely with consulting team to assist workload prioritization
- Track and communicate project status to clients and Explore employees
- Review and approve/reject billable and internal consultant hours
- Support account managers/sales team by proactively communicating resource availability, project status, project deadlines, etc.
- Monitor resource assignment to project deadlines and client expectations

Secondary Responsibilities

- Maintain the employee skills matrix within NetSuite (Setup ->Custom->Consultant Skills) and/or PSA
- Create KPI scorecards within NetSuite (Setup -> KPI scorecards)
- Identify processes and internal documents that can be streamlined by utilizing NetSuite, ie: dashboards and recurring reporting

- Streamline visibility and predictability of resource utilization
- Create cross-collaboration environment by streamlining dashboard reporting with the consultants
- Work closely with Accounting to monitor billable rates for gross margin and product profitability
- Complete ad hoc projects as assigned from the Management Team

Requirements

- Bachelors Degree
 - Excellent communication skills (written and verbal) and be able to work effectively across all teams including developers, functional, web, sales and the Executive team
- Excellent organizational, time-management, and follow through skills
- Ability to analyze and solve problems, perform complex tasks and prioritize multiple projects
 - Must have the ability to learn quickly and be a self-starter
- 2+ years Project Management experience
- Must show commitment to results, good judgment and initiative, teamwork, process improvement and strong interpersonal skills
- Experience working with management and the demands of a progressive and evolving services organization
- Experience with financial accounting, customer management, and cloud based ERP systems
 - Proficient in MS Office Suite including an advanced comfort level in Excel

Ride the wave! Cloud technologies are the wave of the future and we've had our head in the cloud for over 12 years. Explore Consulting specializes in development and integration of web-based applications. We are the largest reseller and solution provider for NetSuite, a web-based, hosted set of business applications and a leader in the SaaS space. We build applications and websites that integrate to their product, as well as full custom solutions for a variety of customers in many verticals. For more information on Explore Consulting, visit us at <http://www.exploreconsulting.com>.

About Explore Consulting

Based in Bellevue, Washington, Explore Consulting was founded in 2001 and is a professional services company dedicated to providing innovative and cost-effective solutions for their customers' database and IT system's needs. Having specialized in cloud-based solutions for more than 14 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States.

Explore Consulting is well-known as a leader in NetSuite implementation, customization, integration and Ecommerce and has also been a 11-time NetSuite Star performer, won 24 NetSuite awards and was recently named as 2014 NetSuite Partner of the Year, Americas. For more information, visit www.exploreconsulting.com.