



Job Title: Contract Administration Coordinator

Functional and Dimensional Responsibilities

A) DIMENSION.

Responsible for overall management, planning, coordination of the contract/project administrative staff particularly new sites and remodels. Being the primary contact between HKI and McDonald's restaurants in the area of drawings and special projects; and maintaining the highest standards of delivery service to the company's internal and external customers. Most of the following functions listed below will be the Project & Administrative Managers direct responsibilities, some of these functions may be performed by the Contract Administrator or other internal staff members other duties may be assigned.

B) FUNCTIONAL RESPONSIBILITIES.

1. Customer Contact

- Interface between HKI and the Licensee/Corporate McDonald's as support to the Field Market Managers for New Stores, Remodels, Drawings, Special Kitchen Equipment Packages, and any other miscellaneous orders
 - Maintain project schedules and contract templates.
 - Liaise between HKI internal CAD team and McDonald's Canada in the area of drawings, ensuring updates are passed on and maintained.
 - Support in resolving open issues.
 - Make necessary decisions to satisfy Customer issues up to established limit (escalate to next step after reaching limit)
 - Communicates internally with Engineering, Manufacturing, and Purchasing to coordinate successful project completion.
 - Answers any customer questions regarding sales contracts, resolving any issues.
 - Supports the verification/order integrity for entry in computer.
 - Supports in the preparation and distribution of sales contracts and other correspondence with customers.
 - May create customers quotations.
 - Develops good working relationships with all staff in the home office.
 - Trains on all procedures to be able to perform all processes related to this position.
 - Develops knowledge of all equipment designs.
 - Works closely with other departments and internal managers in developing the McDonald's relationship and satisfying the daily needs of our McDonald's customers and formulating future strategy.
 - Develops excellent working relationships with key McDonald's people.
 - Responsible for understanding the way that McDonald's does business and meeting their needs in the most cost-effective way.



2. Order Fulfillment Process/New Store/Remodel Sales:

- Coordinates information required for preparation of any plans needed for new stores or remodels.
- Make necessary changes to Equipment Order, Freight, or Installation charges via Orion.
- Communicate progress and changes with Market Manager and/or Customer.
- Ensures timely release of sales orders and contracts to meet Market Managers scheduling.
- Follows up with customer to obtain signed contracts in a timely fashion.
- Ensures timely invoicing of contracts.

3. Shipping.

- Supports in the communication of shipping information between the market Manager, McDonald's and our internal warehouse as required.

4. Installation - Market specific –additional service if required.

- Support Installation Departments requests and/or help resolve problems and issues.
- Supports the Market Manager by ensuring that installation has correct dates for upcoming projects.
- Follow-up on open issues to assure completion and customer satisfaction when required.

5. Resupply

- Communicates with the Order Desk when customer issues arise, and support is required.

6. Customer Satisfaction:

- Assist Customer with Equipment Selection and questions when required.
- Communication with Customer to resolve open issues.
- Support the Market Manager with customer requests.