

Project Coordinator

Queen Exhibits

Reports To: Vice President | Position: Full-Time | Schedule: Monday-Friday, 8:30 a.m.-5:00 p.m. | 40 Hours Per Week

Team support. Customer service. Critical thinking. Problem solving. Follow-through.

Position Summary

Queen Exhibits is seeking a highly organized, proactive, and customer-focused Project Coordinator to support our Sales, Project Management, and Billing teams.

This position plays an important role in keeping projects moving smoothly from the initial sale through execution and billing. The Project Coordinator will assist with trade show portable orders, shipping and freight coordination, budget estimates, customer service, documentation, and other project-related needs.

We are looking for someone who enjoys working in a fast-paced environment, can manage multiple priorities, communicates well across departments, and takes ownership of getting things done. The right person is a problem solver and critical thinker who does not simply identify an issue but works toward a solution.

Key Responsibilities

Sales & Project Management Support

- Provide day-to-day support to the Sales and Project Management teams.
- Activate and process orders for trade show portable displays and related products.
- Ensure order information is complete, accurate, and communicated to the appropriate departments.
- Assist Project Managers with project documentation, estimates, order details, and follow-up.
- Help track project deadlines, shipping dates, and other critical milestones.
- Communicate with internal team members to keep projects moving forward.
- Assist with obtaining information and pricing needed to prepare customer estimates.

Shipping, Freight & Logistics

- Prepare shipping estimates for customer projects and orders.
- Obtain and compare freight quotes from carriers and logistics providers.
- Coordinate shipping information with customers, Project Managers, warehouse personnel, and carriers.
- Track shipments and proactively address delays or delivery issues.
- Assist with inbound and outbound freight coordination.
- File and manage freight claims for damaged, lost, or delayed shipments.
- Follow freight claims through resolution and maintain supporting documentation.
- Review freight information for accuracy and communicate changes or concerns quickly.

Budget & Estimate Support

- Assist with preparing preliminary budget estimates for customer projects.
- Gather pricing for freight, shipping, services, and other project-related expenses.
- Work with Sales and Project Management to ensure estimates are complete and accurate.
- Help identify missing costs or potential budget concerns before projects move forward.
- Maintain organized documentation supporting estimates and project costs.

Billing Support

- Assist the Billing team by providing accurate project information and supporting documentation.
- Help ensure completed projects contain the information needed for timely and accurate invoicing.
- Research billing questions and discrepancies when needed.
- Work across departments to obtain missing purchase orders, approvals, shipping information, or supporting documentation.
- Help identify project changes that may affect final customer billing.

Customer Service

- Provide responsive, professional customer service by phone and email.
- Assist customers with order status, shipping questions, project information, and general requests.
- Follow through on customer requests and ensure questions are resolved or directed to the appropriate team member.
- Communicate proactively when timelines, shipping, or project details change.
- Build strong working relationships with customers, vendors, carriers, and internal team members.

What We're Looking For

The successful Project Coordinator will be highly organized, dependable, and comfortable working with multiple departments and priorities at the same time.

Preferred Experience

- Trade show, exhibit, event, or related industry experience strongly preferred.
- Shipping, freight, logistics, or transportation experience preferred.
- Customer service experience strongly preferred.
- Experience supporting Sales, Project Management, Billing, or Operations teams is beneficial.
- Experience obtaining freight quotes and working with carriers is a plus.
- Experience handling freight claims is a plus.

Skills & Qualifications

- Strong organizational and time-management skills.
- Excellent attention to detail.
- Strong written and verbal communication skills.
- Exceptional customer-service mindset.
- Ability to manage multiple projects and priorities simultaneously.
- Strong problem-solving and critical-thinking skills.
- Ability to recognize when information is missing or something does not look right.
- Comfortable asking questions and following through until an issue is resolved.
- Ability to work independently while also being an effective team member.
- Strong computer skills and ability to learn new software and systems.
- Ability to work effectively in a fast-paced, deadline-driven environment.
- Dependable, professional, and accountable.
- Customer-focused - understands that responsiveness, professionalism, and follow-through matter.
- Accountable - takes ownership of responsibilities and follows tasks through completion.
- Collaborative - enjoys working with multiple departments and helping the entire team succeed.
- Adaptable - can change priorities quickly when customer or project needs require it.
- Positive and professional - contributes to a productive and enjoyable work environment.

Our Culture

Culture is a big deal at Queen Exhibits. We work hard, move quickly, help each other, and take pride in delivering an outstanding experience for our customers. We want team members who care about the success of the entire company, not just the responsibilities listed in their job description.

- Take ownership of their work.
- Communicate openly and respectfully.
- Follow through on commitments.
- Look for solutions instead of excuses.
- Help teammates when needed.
- Think critically and ask questions.
- Be responsive to customers and coworkers.
- Maintain a positive, professional attitude.
- Adapt when priorities change.
- Care about quality and accuracy.

Because this role works across Sales, Project Management, Billing, warehouse operations, customers, vendors, and freight carriers, communication, teamwork, and cultural fit are especially important.

What Success Looks Like

- Keep orders, estimates, shipping information, and project details organized and moving forward.
- Provide timely and accurate support to Sales, Project Management, and Billing.
- Reduce delays caused by missing information or lack of follow-up.
- Respond quickly and professionally to customers.
- Obtain accurate freight and shipping estimates.
- Help resolve shipping problems and freight claims efficiently.
- Identify potential problems before they become larger issues.
- Become a dependable resource for multiple departments.

Project Coordinator - Employment Ad

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Are you highly organized, great with customers, and naturally the person who figures out how to get things done?

Queen Exhibits is looking for a Project Coordinator to support our Sales, Project Management, and Billing teams. This is a fast-paced, hands-on position for someone who enjoys variety, likes solving problems, and can keep multiple details moving at the same time.

What You'll Do

- Activate orders for trade show portable displays.
- Prepare shipping estimates and obtain freight quotes.
- Assist with project budget estimates.
- Coordinate shipping and logistics information.
- Track shipments and help resolve delivery issues.
- File and follow up on freight claims.
- Provide outstanding customer service.
- Support our Sales and Project Management teams.
- Provide project information and documentation to Billing.
- Help identify missing information and keep projects moving forward.

Who We're Looking For

Trade show experience is preferred, but just as important is finding the right person for our team and culture.

- Trade show, exhibit, or event experience preferred.
- Shipping, freight, or logistics experience preferred.
- Customer service experience strongly preferred.
- Project coordination, sales support, or billing support experience is a plus.

You'll Be Successful Here If You Are

A problem solver. You don't stop at 'there's a problem.' You start thinking about how to solve it.

A critical thinker. You pay attention, ask questions, and recognize when something doesn't look right.

Organized. You can manage multiple deadlines and details without losing track of what needs to happen next.

Proactive. You don't always wait for someone to tell you what to do.

Customer-focused. You understand that responsiveness and follow-through matter.

Accountable. If you own it, you see it through.

A team player. You work well with Sales, Project Management, Billing, warehouse operations, customers, vendors, and freight carriers.

Adaptable. Trade shows move quickly, priorities change, and you can adjust without losing focus.

Our Culture Matters

At Queen Exhibits, culture is not just something we talk about. We work hard. We help each other. We take ownership. We communicate. We solve problems. And we care deeply about providing an outstanding experience for our customers.

We're looking for someone who wants to be part of the team - not someone who simply wants to complete a list of tasks. If you're someone who thinks ahead, follows through, takes pride in your work, and likes being the person others can depend on, we want to meet you.