



<https://excelnearshore.com/job/project-support-coordinator/>

Project Support Coordinator

Description

Excel Nearshore is seeking a highly motivated **Project Support Coordinator** to support the operations of a leading U.S.-based technology advisory and consulting organization. The ideal candidate will have a service-oriented mentality who is tenacious, enjoys working with data, and can make sense of complex information. Discernment is essential—the ability to evaluate information, notice inconsistencies, and know when to dig deeper with thoughtful questions. This position requires someone so confident in their craft that they can tackle any project, even those involving unfamiliar challenges. The client's brand is strong, and their team members are responsible for upholding their trustworthy reputation. The client work in the business of trust, which requires consistency, responsiveness, detail orientation, excellent customer service, and a proven track record.

In this role, you'll gather and compile inventory data for CRM updates, collaborate with suppliers to manage implementation of customer orders, and track each order from start to finish, ensuring on-time completion. You'll be responsible for real-time status updates, sending prompt order confirmations, reviewing and correcting bills with suppliers, conducting internal compensation audits, and maintaining organized records for team access and compliance.

Responsibilities

- Collect and enter data to keep our client's internal service inventory accurate and up to date in the CRM.
- Manage customer orders and monitor order progress to completion, proactively escalating as needed.
- Send timely, accurate order confirmations and updates.
- Respond promptly to customers, suppliers, and internal teams.
- Update project system with real-time order status.
- Review customer invoices and handle billing correction inquiries with suppliers.
- Conduct internal compensation audits for each order.
- File and retain essential documents for team accessibility and compliance.
- Foster and maintain strong, trust-based relationships with suppliers to ensure timely order fulfillment and up-to-date order status.
- Collaborate with and support other internal departments as needed to understand customer expectations and order requirements.
- Follow established processes and procedures with strict attention to detail.
- Juggle multiple priorities in a fast-paced environment, pivoting as necessary.
- Demonstrate a servant leadership mindset, willingness to help, and humility.
- Work proactively, take initiative, and operate independently.
- Work effectively in challenging situations with tight deadlines and concerned stakeholders.

Qualifications

- Proven performance in a comparable support position.

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

Consulting

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

November 19, 2025

- **Background in IT and telecommunications.**
- Excellent verbal and written communication skills.
- Strong organizational and time management skills.
- Exceptional attention to detail.
- Tenacious and persistent in driving tasks to completion.
- Excels at working with data and transforming detailed information into clear, actionable insights.
- Ability to work independently with minimal supervision.
- Flexibility to adapt to changing priorities and deadlines.
- Maintain professionalism and effectiveness when navigating high-pressure situations.
- Discretion and confidentiality when handling sensitive information.
- Willingness to continually learn and grow professionally.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Fully functional and private home office setup (with professional background) for a remote work environment.
- Enthusiasm and positivity, helping to create a fun and supportive atmosphere.

Preferred Qualifications

- Familiarity with Smartsheet, Salesforce.
- Project management experience.
- Bachelor's degree or applicable certification(s).

Contacts

Aarón Acuña Cordero | Human Talent Director

+506 8872-0981