



Operations & Project Coordinator

Job Position: Full Time

Work Location: Onsite

About the Role

SI Systems is a niche, innovative supplier of supply chain automation solutions. We work with manufacturers, industrial companies, and order fulfillment operations to help them improve the way materials and products move through their facilities.

We are looking for an organized, motivated, and people-oriented **Operations & Client Services Coordinator** to join our team. This is a great opportunity for someone who enjoys variety, takes pride in getting the details right, and likes being the person who helps keep things moving.

An important part of this role will also be helping SI Systems **identify and implement practical ways to use AI and automation to make our day-to-day work more efficient**. You do not need to be an AI expert or programmer. We are looking for someone who is comfortable using AI tools, understands how to provide good information and instructions to AI systems, and is interested in helping us teach AI to handle repetitive, time-consuming tasks.

This is **not a role where every day looks the same**. You may be coordinating a software support renewal one day, helping prepare a client proposal the next, working with our software team on a project, and assisting with marketing or purchasing activities later in the week.

If you are someone who is comfortable wearing multiple hats, enjoys working with people, learns quickly, and likes seeing your work have a direct impact, we would like to hear from you.

This position requires an onsite office presence.

What You'll Do

Operations & Coordination

- Coordinate software support contract renewals and related documentation.
- Maintain and manage software support calendars and schedules.
- Help organize information and follow up on action items to keep projects and client commitments on track.
- Assist with purchasing and production planning activities.
- Identify opportunities to improve internal processes, systems, and efficiencies.

AI & Process Improvement

- Help identify repetitive and time-consuming day-to-day tasks that may be good candidates for AI or automation.
- Assist in organizing, formatting, and entering information that can be used to train and improve AI-based workflows.
- Use AI tools to help streamline routine administrative, documentation, communication, and information-management tasks.
- Help develop effective prompts, instructions, templates, and processes that allow AI tools to consistently produce useful results.
- Work with the Director of Operations and team members to test, refine, and implement practical AI solutions.
- Help document processes so that AI and automation can be incorporated into our day-to-day operations.
- Bring curiosity and a willingness to experiment with new AI tools and technologies.

Client & Project Support

- Serve as a professional and responsive point of contact for clients.
- Prepare software and related proposals based on client needs.
- Work closely with the software team to support projects and help manage client expectations.
- Gather information and findings from software personnel visits to the field and prepare clear summaries for clients.
- Help ensure that client needs, questions, and follow-up items are communicated and addressed.

Marketing & Sales Support

- Assist with marketing activities, including creating social media content, graphics, and short videos.
- Support sales activities and customer opportunities as needed.
- Assist with presentations, documents, and other materials that help communicate our solutions to clients and prospects.

Continuous Improvement

- Support the Director of Operations in developing and improving operational processes and policies.
- Help bring organization, consistency, and efficiency to the way we manage information, projects, and client relationships.
- Look for practical ways to make things easier, more efficient, and more effective.

What We're Looking For

You don't have to know everything on day one. We are looking for someone who is organized, curious, dependable, and comfortable learning new things.

You may be a strong fit if you have:

- A bachelor's degree in business, operations, communications, supply chain, technology, or a related field.
- 2–3 years of experience in an operations, project coordination, customer service, administrative, or similar role within a dynamic organization.
- Strong organizational skills and exceptional attention to detail.
- Excellent written and verbal communication skills.
- The ability to work professionally and confidently with clients, coworkers, and business partners.
- Strong Microsoft Office skills, particularly Word, Excel, PowerPoint, and Outlook.

- Experience using AI tools such as ChatGPT, Microsoft Copilot, Gemini, or similar platforms.
- An understanding of how to provide AI tools with clear information, instructions, examples, and context to achieve useful results.
- An interest in finding ways AI can reduce repetitive work and improve business processes.
- The ability to manage multiple priorities, meet deadlines, and follow through on commitments.
- A willingness to learn our business, our software solutions, and the needs of our clients.
- A collaborative, positive approach and the ability to work independently when needed.

AI experience does not need to be extensive. We are more interested in someone who is comfortable using AI, curious about what it can do, and excited about helping us find practical ways to use it in our business.

Technology You'll Work With

- Microsoft Office products
- ChatGPT or similar AI tools
- Microsoft Copilot or other AI productivity tools
- Zoho CRM & Marketing
- Canva
- Confluence

Why Join SI Systems?

At SI Systems, you won't be just another person filling a role. We are a collaborative, entrepreneurial team where people have the opportunity to contribute across different areas of the business and see the results of their work.

We are also actively looking at how **AI and automation can improve the way we work**. The person in this position will have an opportunity to play a meaningful role in that effort—helping us turn repetitive tasks and processes into smarter, more efficient workflows.

- Health, dental, and vision insurance
- 401(k) Retirement plan with company matching.
- Flexible work schedule
- Life insurance
- Vacation/Holiday Pay
- Monthly Company lunches
- Coffee/Beverages in the office
- A collaborative, entrepreneurial work environment
- The opportunity to work with innovative supply chain automation technologies and a diverse group of clients.

About SI Systems

SI Systems, a Paragon Technologies Company, is an independent material handling automation solutions provider. We provide automation solutions to manufacturing, industrial, and order fulfillment centers throughout the United States and internationally.

Our work combines technology, engineering, software, and practical problem-solving to help our clients operate more efficiently.

If you're looking for a role where you can learn, contribute, work with a variety of people, and take ownership of meaningful responsibilities, **we'd love to hear from you**.

SI Systems is an Equal Opportunity Employer.

SI Systems recruits, employs, trains, compensates, and promotes individuals without regard to race, religion, color, national origin, sex, disability, age, veteran status, or any other protected status as required by applicable law.