

Project Manager

Job Description

Our Project Manager (PM) coordinates project and service labor efforts and ensures all necessary parties are invited and prepared. They monitor and adjust schedules as needed to accommodate changes or unexpected events. They are accountable for communicating schedule changes to relevant parties in a timely manner and ensure all appointments are properly documented and recorded in company databases. They also help Field Technicians to coordinate overall job activities and resources for greatest efficiency and profit

Job Responsibilities

- Once a project is ready for mobilization PM will ensure that all project information is assembled and ready to be passed to field technician or crew, while working in conjunction with estimators, junior technicians and the general managers in the office.
- Answer calls and emails, schedules/ confirms appointments, and inputs customer data into company CMR.
- Organize workflow by reading and routing correspondence, collecting customer information, and managing projects information flow between the client and office.
- Manages department regional schedule as point of contact for clients in that region.
- Complete requests by greeting customers in person or on the telephone and answering or referring inquiries.
- Maintains customer confidence and protects operations by keeping information confidential.
- Identify service opportunities for all departments, by executing bids or giving info to proper estimator.
- Develops and maintains strong, collaborative relationships with supervisor and departmental leaders.
- Customer service follow-up, send emails/ make phone calls within days after project completion to ensure customer satisfaction. Communicate positive and negative feedback to management, highlighting any urgency.
- Maximize profitability by using manpower efficiently i.e., Ensuring that Technicians are scheduled based on skill level and job proximity on a per project basis.
- Monitor travel amongst techs to ensure balance of workload.
- Capture lost time sheets and make sure we can bill for this (follow up with customer) working with the field technician to capture the reason for lost time.
- Assist with billing and analyzing job costs.

Secondary Duties

- Creation of deliverable (Reports) for customers, data population and Bluebeam print layout.
- Utilize WIP to schedule ahead and be proactive on project scheduling.
- Performs one off task and addresses ad hoc responsibilities as requested in the office.

Requirements

- Service scheduling experience
- Administrative writing skills
- Professionalism, confidentiality, and organization
- Reporting and forecasting skills
- Travel logistics
- Good verbal and written communication
- Microsoft Office Suite knowledge
- Always maintains a professional image by:
- Following safety policies and procedures
- Abiding by ALL standards of performance and code of ethics
- Maintaining a courteous demeanor with all customers and coworkers
- Participates in company-sponsored training classes.

Job Type: Full Time

Pay: \$50,000 - \$70,000 a year

Company Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Work Location: In person