



## JOB DESCRIPTION

**JOB TITLE:** Project Manager **EFFECTIVE DATE:** 11/25/2015  
**REPORTS TO:** Director of Operations **REVISION #** 0  
**FLSA STATUS:** Exempt **PAGE #** 1 of 4

**JOB SUMMARY:** The Project Manager is responsible for accurate and competitive bidding of projects to drive profitable contracts as well as the successful planning, execution and administrative and financial oversight of assigned projects.

Key accountabilities in order of priority and with ideal time allocations are:

1. Drive each job to ensure worry-free projects for our customers, vendors and employees. (40%)
2. Develops mutually beneficial relationships with internal and external project stakeholders to increase likelihood of project success, create opportunities and improve reoccurring revenue stream. (12%)
3. Accurately estimates material and labor with the intent of creating competitive advantage in order to maximize closure ratio. (24%)
4. Accurately processes close outs in a timely manner and evaluate project's performance to drive continuous improvement. (4%)

*Note: Twenty percent of time is reserved for ancillary responsibilities, interruptions and unplanned activities.*

**ESSENTIAL JOB FUNCTIONS:** The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

### Interpersonal Responsibilities

1. Act as company liaison to customers and is the first point of contact for all addressing all project-related questions, clarifying and resolving project issues, changes in scope of work, quality concerns, project delays or warranty issues.
2. Develops strong personal and professional relationships with potential and current customers to establish long-term, ongoing relationships and identify new business opportunities.

### Operational Responsibilities

1. Prepares cost estimates for identified projects and develops bidding strategies. Representative areas of responsibility include:
  - Coordinates with the Project Manager Assistants to obtain job specifications and requirements to develop the project take-off.
  - Solicits material pricing, from vendors, and determines required labor hours for job to accurately develop competitive project bid strategies and pricing.
  - Creates and submits estimates and related supporting documentation to customers and follows up to move open opportunities through the sales funnel and close new business.
2. Reviews assigned project estimates from sales to ensure the accuracy and feasibility of the project.
3. Provides the management team with weekly and monthly job status reports and updates on the sales funnel, account plans and opportunities projected to close.



## JOB DESCRIPTION

**JOB TITLE:** Project Manager **EFFECTIVE DATE:** 11/25/2015  
**REPORTS TO:** Director of Operations **REVISION #** 0  
**FLSA STATUS:** Exempt **PAGE #** 2 of 4

4. Develops project plans, phases and schedules; reviews job plan with assigned foreman to facilitate agreement of project plans; communicates project plans and schedules changes to customers and project team.
5. Oversees the internal setup for proper tracking and documentation of assigned projects.
6. Facilitates and negotiates project buy-out process. Purchases all project related materials and tracks outstanding orders to ensure on-time delivery; issues and enters purchase orders and ensures vendor information is accurately documented.
7. Collaborates with Draftsman to communicate scope of work and specifications to facilitate accurate shop drawings; reviews drawings for accuracy and submits to appropriate parties for approval.
8. Coordinates with fabrications to schedule project requirements; ensures on-time availability of materials for fabrication.
9. Oversees the execution and operational efficiency of all assigned projects to ensure a quality on-time completion:
  - Clearly defines and communicates scope of authority to project Foreman to ensure the project's operational efficiency. Assists in scheduling activities, forecasting needs, troubleshooting project issues.
  - Regularly visits worksites to monitor project progression and maintains appropriate administrative controls to ensure the project is completed on schedule, within budget, and in accordance with the contract. Inspects the project site to identify changes in status, quality concerns or other potential issues; coaches the team on findings and assists in developing plans to resolve findings. Prepares status updates and reports out on project progress on a weekly basis.
  - Ensures job specific compliance and safety requirements are met.
  - Conducts final inspection to ensure completed project meets contract requirements and customer expectations; ensures close-out documents are submitted within the customer's defined timeline.
10. Manages the change order process ensure all changes in scope of work are captured; obtains pricing information and submits change order requirements and pricing for customer approval; accurately tracks and logs all change orders throughout the change order process.
11. Accurately closes jobs in accordance with Hemm's policies and procedure to archive projects for easy, systematic retrieval in the future.
12. Reviews and closes out jobs to facilitate timely customer billing; assist in driving the collection process for assigned project outstanding accounts receivables.
13. Performs project performance analysis; evaluates performance to established metrics and reports on variances; conducts post-mortem review with Foreman and Training Manager to ensure field staff is aware of project performance and drive future project performance. Communicates lessons learned to Project Management team to assist in continuously improving company best practices.

### Organizational Responsibilities

1. Actively seeks out customer feedback and provides the management team with insight on trends, competitive intelligence and new business opportunities.



## JOB DESCRIPTION

**JOB TITLE:** Project Manager **EFFECTIVE DATE:** 11/25/2015  
**REPORTS TO:** Director of Operations **REVISION #** 0  
**FLSA STATUS:** Exempt **PAGE #** 3 of 4

**PERFORMANCE FACTORS:** The performance factors described here are core abilities that translate into desired on-the-job behaviors which contribute to the employee successfully achieving the performance objectives of this job and carrying out the assigned responsibilities.

1. **Decision Making:** Demonstrates an ability to make difficult decisions in a timely manner; gathers relevant input and develops a rationale for making decisions; evaluates the impact or consequences of decisions before making them; acts decisively despite obstacles, resistance or opposition; accepts consequences of decisions; willing to correct erroneous decisions when necessary; defends rationale for decisions when necessary.
2. **Goal Achievement:** Establishes goals that are relevant, realistic and attainable; identifies and implements required plans and milestones to achieve specific business goals; initiates activity toward goals without necessary delay; stays on target to complete goals regardless of obstacles or adverse circumstances.
3. **Personal Accountability:** Accepts personal responsibility for the consequences of personal actions; avoids placing unnecessary blame on others; maintains personal commitment to objectives regardless of the success or failure of personal decisions; applies personal lessons learned from past failures to moving forward in achieving future successes.
4. **Problem Solving Ability:** Utilizes logic and systematic processes to analyze and solve problems; defines the causes, effects, impact and scope of problems; identifies the multiple components of problems and their relationships; prioritizes steps to solution; develops criteria for optimum solutions; evaluates the potential impact of possible solutions and selects the best one.
5. **Self-Management:** Independently pursues business objectives in an organized and efficient manner; prioritizes activities as necessary to meet job responsibilities; maintains required level of activity toward achieving goals without direct supervision; minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame.
6. **Resiliency:** Continues toward goals in the face of difficulty and adversity; handles criticism and rejection from others with objectivity; recovers quickly from personal setbacks; moves past unforeseen obstacles without unnecessary delay.
7. **Customer Focus:** Consistently places a high value on customers and all issues related to customer; objectively listens to, understands and represents customer feedback; anticipates customer needs and develops appropriate solutions; meets all promises and commitments made to customers.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The physical demands of this position require the ability to communicate orally and in writing, hear at a conversation level, use of both hands and legs, use vision for depth perception and operate a motor vehicle.

While performing the duties of this job, the employee will frequently (34-66% time on job) walk, sit, use fingers and twist or bend wrists.. Occasionally (6-33% of time on job), the employee will be required to stand, climb stairs, operate foot controls and lift up to 10 pounds. The employee will infrequently (2-5% time on job) be required to lift 10-35 pounds. The employee will rarely (1% time on job or less) be required to stoop, kneel, crawl, balance on scaffold, pull, carry or push up to 25 pounds for 10 feet, lift 35-50 pounds, climb ladders, repeatedly bend, twist while rotating at waist, reach, use hands to grip pressure, operate hand controls and hold wrists and feet in prolonged positions of flexion or extension.



## JOB DESCRIPTION

**JOB TITLE:** Project Manager **EFFECTIVE DATE:** 11/25/2015  
**REPORTS TO:** Director of Operations **REVISION #** 0  
**FLSA STATUS:** Exempt **PAGE #** 4 of 4

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The employee will frequently (34-66% time on job) work indoors and outdoors and around moving vehicles. The employee will occasionally (6-33% time on job) be required to work in the cold below 55 degrees Fahrenheit. The employee will infrequently (2-5% time on job) be required to work in heat over 100 degrees Fahrenheit. The employee will rarely (1% time on job or less) be required to work with chemicals such as window cleaners, caulking and metal treatment, work with machinery with moving parts, work with ladders or scaffolds, work below ground, work with hands in water, cutting oil or solvent, work alone and travel via plane for up to 5 overnight stays.

The employee will frequently (34-66% time on job) be required to wear a hard hat. Occasionally (6-33% time on job) the employee will be required to wear safety glasses. Infrequently (2-5% time on job) the employee will be required to wear safety shoes or boots. Rarely (1% time on job) the employee will be required to wear ear plugs.

### MINIMUM QUALIFICATIONS

1. **Experience:** 3-5 years construction experience, glazing focused or any degree in estimating or project management preferred.
2. **Reasoning and Development:** Ability to consider complex problems and situations from multiple perspectives to choose the most appropriate course of action and /or solution. Ability to identify existing knowledge gaps to proactively gain necessary information, skills and insights to effectively serve as a technical resource and expert within their field. Interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.
3. **Mathematical Development:** High school math required. College-level math preferred.
4. **Language Development:** N/A
5. **Licensures and Certifications:** OSHA30 preferred.
6. **Education:** High school diploma required. Bachelor's degree in construction management or engineering preferred.