

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Project Manager</b>	<b>IPP:</b>	GREEN
<b>Job Level:</b>	L2	<b>Job Series:</b>	OPS
<b>Reports to:</b>	Operations Team Lead	<b>FLSA Status:</b>	Exempt
<b>Department:</b>	Operations	<b>Division:</b>	Operations

**The Company:** Inside Edge is a progressive, entrepreneurially spirited company headquartered in Eagan, MN. Named a 4X Top 100 Workplace, the company originated in 2004, and has grown to be the national leader in commercial retail flooring services. We do business with the nations "Top 40" retailers (i.e. Kohls, Target, Dick's Sporting Goods, Office Depot, Party City, Best Buy, Gander Mountain, etc.) and the top Senior Living chains. The company's program approach is unique in the market and is supported by industry leading technology - - including a proprietary IEX on-line project management system - - which has enabled significant growth.

**Job Summary:** This role coordinates and manages flooring installation projects. The job includes monitoring ongoing projects, scheduling and participating in inspections (as required), guiding installation teams, communicating with on-site customers and completing paperwork and/or properly inputting all job related details into the IEX on-line project management system. It is necessary to keep the internal work order system up to date. In this role, the project manager must have the flexibility to work in the office and in the field (as required). A significant amount of time is spent on the phone keeping crews on schedule and customers updated on a daily basis. The job requires the ability to juggle multiple projects and tasks at one time and can require responsiveness at a fast pace. The person in this role needs to be comfortable with changes and highly adaptable, while still having a respect for procedures.

### Essential Functions/Accountabilities:

➤ **Responsibilities –**

- Work in a team environment to ensure that flooring projects are coordinated and move forward in a timely, cost-effective manner and make changes and adjustments as needed.
- Proactively apply strong problem-solving and customer service skills to effectively see the project thru from start to completion to the satisfaction of the customer.
- Review scope of work for project by using plans and takeoffs from the estimator.
- Create job packets - - including Completed S2S, FWA, ULP, Completion Notice, Plans, Evaluations, Schedules, Scope Documents, Job Site Contacts and other relevant information. Call the assigned Labor Source to review job packet.
- Confirm start dates with Onsite Customer or Site Superintendent and Labor Source (Update Work Orders).
- Review estimate for over-all understanding of scope.

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- Send daily updates to Account Manager on project and let them know if issues arise.
  - Use the proprietary JobX System (training to be provided) to populate contacts, upload relevant documents such as photos and signed purchase orders, update work orders, enter job-related notes for each project.
  - Build relationship with onsite customer and proactively call them daily (or as preferred by onsite customer) during job installation to ensure project is progressing to his or her satisfaction
  - Build strong vendor relations. Clarify scope, schedule and phasing plans with Labor Source; get daily updates including progress photos from Labor Source.
  - Have a keen eye for detail and a respect for internal protocol; follow procedures with accuracy.
  - Document solutions and ensure others are informed of changes and developments.
  - “Own” problems and see them through to completion and keep stakeholder parties involved and informed at all stages, as necessary.
  - Commit to professional development through relevant training provided by the company.
  - Performs other related duties as assigned.
- **Customer Experience Accountabilities –**
- Customer satisfaction – Both Internal and External customers; willingness to take calls at all hours of the day to ensure customer satisfaction
  - Communication – Communication with onsite customer and labor source daily. Also communication within each account team
  - Trouble-Shooting – when problems occur, communicate immediately to with Account Manager (or other necessary account team members) and develop solutions.
- **Account Specific Responsibilities -** This role is also expected to manage specific responsibilities relative to assigned accounts as detailed in the job flow process. These will be conveyed to you by your manager as part of your account specific training via a separate document.

## Competencies

- Problem-solving
- Oral Communication
- Written Communication
- Interpersonal Skills
- Computer Literacy
- Keyboard Skills
- Organization
- Planning
- Reading Skills
- Time Management
- Attention to Detail
- Flexible Schedule

## Special Notes

- Work in office environment vs. outdoor on-site construction.
- Willingness to supplement other account teams during off-peak season of current accounts

## Education

Bachelor's Degree in Construction Management desirable or 2-Year Degree from Technical College Construction Management Program with minimum 3- 5 years of industry experience, or minimum of 3 years of experience within Inside Edge.