JOB SUMMARY:

The Project Manager will facilitate processes from order through delivery, acting as the customer's point of contact/ representative between Thermo Bond and the customer. They are responsible for the overall direction, coordination, implementation, execution, control, and completion of specific projects, ensuring consistency with company strategy, commitments, and goals. Project Manager understands that large accounts and key accounts require more attention to ensure we meet the customer's needs. The Project Manager will keep existing accounts satisfied by ensuring they receive a quality building within budget and on time, allowing Inside and Outside Sales to focus on growing the customer account base.

REPORTS TO: PROJECT MANAGER

SUPERVISORY RESPONSIBILITIES:

- None.

DUTIES AND RESPONSIBILITIES:

- Manage small, medium, and large accounts as assigned.
- Help the operation and company grow in productivity by leading the planning and implementation of projects.
- Analyze each project by defining project tasks and resource requirements.
- Coordinate project timeline with Operations and customer.
- Cost estimation by review of technical specifications and drawings; evaluate with engineering and/ or production as necessary. Gathering quotes from vendors or subcontractors for bid input and preparing cost estimates using pricing tool software.
- Prepare quotes/ bids electronically by developing full scale project plans with the shelter specifications and scope of work.
- Enter orders, create project folders, and relay all necessary customer/ project information to appropriate Thermo Bond team members.
- Project coordination from initial order through delivery by coordinating schedule between customer and production. Review drawings for accuracy against current quote, process change orders, and invoice follow ups as needed.
- Customer service internally and externally. Handling unique customer requests regarding finished product. Attention internally to parts orders and warranty projects.
- Monitor and report on progression of project to all stakeholders.
- Define areas of concern and present solutions to resolve issues.
- Budget monitoring including gross margins on shelter orders, parts orders, change orders.
- Perform other related duties as required.

REQUIRED SKILLS/ABILITIES

- Excellent managerial skills
- Excellent verbal and written communication skills.
- Basic knowledge of operations and project management.
- Excellent organizational skills and attention to detail.
- Strong problem-solving skills.
- Basic computer skills with the capability of learning new programs/ interfaces as needed, such as Microsoft Word, Excel, Fishbowl, Smartsheet and Salesforce.
- Ability to read and understand blueprints.
- Remote work may be available to those that qualify.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required.
- 1-3 years Project Management and Customer Service experience desired.
- 1-3 years of construction experience a positive.
- Electrical experience a positive.
- Telecommunication or data center systems knowledge a bonus.

PHYSICAL REQUIREMENTS (including but not limited to):

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to access and navigate all areas of the facility to determine needs.
- Able to lift/carry 15 lbs.

Revision Date	Author	Description
5/9/22	DJ	Original Release
1/5/24	GL	Updated to PM1