

Job Description

Title: Project Manager
Reports to: Vice President of Operations
Supervises: Team Members on assigned projects

General Summary of the Position:

Initiate and maintain communication and relationship with communities and vendors to facilitate project activities. Plan, direct and budget all activities concerned with the client project. Manage and coordinate projects and oversee organization, scheduling and implementation from beginning to end.

Essential Functions:

Establish relationship with clients before, during and after project completion.

Communicate with client upon project assignment to understand client needs. Assist client in making decisions that meets their objectives and communicate the project plan and timeline to them.

Understand project objectives. Establish a customized plan that will meet the needs of our client by using the Project Checklist as a guide. Provide leadership for the client and to the team members. Be accountable for client timeline, requests and delivering on the core values of Let's Move

Meet financial and scheduling objectives by forecasting requirements, preparing and managing estimates verses actual budget, analyzing any variance and initiating corrective action if needed.

Initiate and maintain communication and relationship with communities and vendors to facilitate project activities in alignment with account strategy.

Understand and implement strategic plans outlined and directed by the community Account Management . Work with Account Managers, vendors and communities to plan, organize and direct activities concerned with the project.

Prepare for projects by reviewing client file and Teamwork notes. Address any issues or special needs in advance. Manage client requests with community sales team, community resources and outside vendors. Offer client customer support to represent their needs in the community and market place.

Interpret and explain project plan in advance to Project Team Members. Assign individual responsibilities to each Team Member according to their knowledge and experience.

Ensure that adequate supplies and materials are available to the Project Team to complete the project. This includes safety materials such as: masks, gloves, etc.

Provide supervision and guidance to all assigned staff. Train new and existing Team Members and provide feedback /coaching to ensure Team Members provide the best possible service to clients.

Address unexpected issues as they occur. Maintain confidence and composure to assure the client that we will reach a solution. Implement solutions that are appropriate to the client's needs and ensure that issue is resolved.

Utilize required Project Checklists, Tracking Sheets and other tools to ensure that all project activities are completed successfully. Complete administrative requirements in timely manner.

Update job knowledge and understanding by participating in educational opportunities. Attend Project Manager Meetings to receive up to date training and information to communicate effectively to Team Member staff.

Manage all potential assignments associated with full service move management including: floor planning, downsizing, clear-outs, organization, etc. Accept ownership and be willing to accomplish new and different requests in order to explore and deliver value added services and opportunities.

Job Requirements:

- Availability to work 4+ days per week (Mon-Fri) between 9am-5pm
- Reliable personal vehicle
- Personal Cell Phone
- Ability to lift up to 25 lbs.

Skills/Certifications Required:

- cSMM Management
- Time management
- Space Assessment skills & Listening skills
- Compassionate and Patient
- Project & Personnel
- Problem Solving skills
- Effective Communication