TRUSTED SECURITY SOLUTIONSTM

**Position**

**Project Manager**

Reports directly to Manager of Operations

**Position Overview**

Lead and manage internal and external resources resulting in the successful completion of assigned projects and the meeting of goals and objectives as outlined in Pro-Tec’s Vision Traction Organizer (VTO).

**Roles**

* Be a champion of the Pro-Tec Experience through adherence to and development of methodology and project standards
* Oversee project deliverables from the planning stage to completion
* Develop lasting relationships with client personnel and foster client ties.
* Communicate effectively with clients and all other stakeholders involved in the project
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.
* Achieve project revenue targets and profit projections and oversee change order management
* Support and foster Pro-Tec Design’s internal relationships, including those with Sales, Purchasing, Service and Administration

**Responsibilities**

* Perform the functions of Project Manager while maintaining the highest standards of professional conduct and ethics.
* Plans, organizes, directs and controls project activities required for effective management of security installation projects.
* Ensures smooth transition from sales to production through completion of kick off meetings, reviews all provided documentation, requests missing materials
* Follows all stakeholder communication requirements, external and internal
* Effectively utilizes all resources, internal and external to ensure a successful outcome
* Supervises installation and contract labor.
* Ensures that all internal and external escalation processes and notifications are followed
* Approves all project costs including subcontractor invoices
* Follows scope of work closely to identify job changes.
* Works with contracts, reports, schedules, and other tools to define project parameters and to assure project profitability.
* Ensures timely and accurate final customer invoices and progress billings
* Represents Company in a business-like professional manner in both conduct and appearance, to maximize client satisfaction.
* Is responsible for all deliverables including installation, training, drawings, and warranty hand off to service department
* Maximizes ConnectWise to provide accurate record keeping, submitted on time and complete, including but not limited to:
1. Closed loop on customer and sales notifications.
2. Project documentation, schedules, floor plans, other.
3. Material order processing.
4. Review and approve field technician time cards.
5. Completion of as-builts.
6. Ensuring that jobs are 100% billed before close out
7. Orderly and timely turnover of completed projects to service.

**Requirements**

* Excellent communications skills, outstanding written and verbal communication
* Effective, polished interaction with customer to gather information quickly; explain customer responsibilities in project completion; communicate next steps and status; and inspire confidence
* Demonstrated cross-team collaboration and critical thinking
* High attention to detail, able to problem solve logically and think critically
* High school education or equivalent, post-secondary training in technical field or project management is desirable, PMP or related certification highly recommended
* Minimum of 3+ years related project management experience in physical security or closely related field.
* Proficient in Microsoft Office and MS Project
* Strong interpersonal and presentation skills
* Self-motivated with a strong desire to succeed
* Must have a valid driver’s license
* Completed and passed a background check, including driving record check.