



## **RECONSTRUCTION PROJECT MANAGER OF SOUTH RIVER RESTORATION Grand Prairie TX**

### **Overall Summary:**

The role of the Project Manager is to plan, execute, and finalize projects according to strict deadlines and within budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The Project Manager will also define the project's objectives and oversee quality control throughout its life cycle. He or she reports directly to the Director of Operations.

### **Specific areas of responsibility include (but are not limited to):**

**Managing the Project from Beginning to End:** Working in a fast-paced environment, the Project Manager will direct the activities of the restoration process from start to finish, including creating a plan for action, managing the job and crew, and ensuring the accurate completion of work. Strong communication skills are necessary to provide excellent customer service and to be an effective manager. Position will allow freedom from routines. Individuals adept at problem solving and time management will thrive as each day presents a new mix of challenges and opportunities. The Project Manager will work toward affecting the bottom line results for each job. This person must have construction knowledge and management skills, and be able to apply them on a daily basis.

**Staffing the Job:** The Project Manager will coordinate all staff necessary to complete jobs. This includes sub-contractors, field labor, inspections (e.g., mortgage companies) and materials/equipment and installing/removing the onsite job sign and permits as needed. He or she will ensure that continuous work occurs on each project as needed.

**Communication:** Crucial to our success, the Project Manager must ensure consistent communication – internally and externally – on ALL jobs that have been assigned to them. This includes:

- Effectively communicate project expectations to team members and customers in a timely and clear fashion – using the tools provided by SRR (e.g., PSA, evoice, communication forms via email).
- Set and continually manage project expectations with SRR staff, customers, subcontractors, insurance, etc.
- Identify and resolve issues and conflicts within the project team.
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop, and grow any business relationships vital to the success of the project
- On large losses, hold weekly site meetings with the customer to discuss project status.

**Job Safety:** The Project Manager will monitor job safety for the workers and property owners. He or she will make sure all employees and subcontractors wear appropriate gear including hard hats, goggles and steel-toed work shoes. He or she will also make sure that work conditions encourage safety. This includes monitoring SRR's equipment for proper safety features and safe electrical cords. If there are any unsafe conditions, he or she must notify the Director of Safety immediately.



**Paperwork Organization and Upkeep:** He or she will know and understand all appropriate paperwork associated with jobs including: Scope of Work, Job Budgets, Job Materials Estimate, Supplements, Certificate of Satisfaction, Punch List, Work Authorizations, ES forms, Warranties. Specific responsibilities include:

- Ensure that all jobs are updated in a timely manner in Xactimate, XactAnalysis and PSA (i.e., target start and completion dates, actual start and completion dates and in PSA – File complete and production closed) – and that proper documentation needed for the job is loaded into the respective databases. (This includes a minimum of nine pictures of each claim – with at least one that shows the entire building/house).
  - Maintain effective documentation in PSA and XactAnalysis. All milestone dates must be updated when completed. Clear notes must be updated regularly (3 day minimum).
- Follow all procedures as detailed in the company Quality Manual.
- Attend staff meetings to keep projects and activities running smoothly.
- All selections made by the customer must be documented on the appropriate form and signed by the customer.

**Keeping Jobs on Schedule and Within Budget:** To help ensure jobs stay on schedule and on budget, it is the Project Manager's responsibility to keep on top of all aspects of the job. It is known that things change due to a variety of circumstances (e.g., weather), however, it is his/her responsibility to keep the Director of Operations apprised of any situations before they arise. Additionally, if it appears that a job is going to exceed set budgets, the Project Manager must notify the Director of Operations immediately. Specific responsibilities include:

- Job cost reports should be reviewed weekly.
- Draft and submit budget proposals and subsequent budget changes to the Director of Reconstruction when necessary.
- Pick up payments such as deductible, draws or other charges.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.
- Work with team members to develop and deliver progress reports, proposals, requirements documentation.
- Delegate tasks and responsibilities to appropriate personnel.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Identify and manage project dependencies and critical path.
- Attain target Gross profit margin of 45% on all jobs or target set by Direction of Reconstruction.

**Miscellaneous:** Performs all other duties as may be assigned.

**Industry Expertise and Personal Development:** All employees will be expected to learn about the industry and current trends within their specific area of expertise (e.g., accounting, mitigation, customer service, restoration). This may include attending professional workshops, taking educational courses and cross training within other departments.



### Job Specifications:

- 7 plus years of construction and management experience preferred.
- Experience in other related restoration services is a plus.
- Ability to read communication styles of team members and contractors who come from a variety of disciplines.
- Ability to elicit cooperation from a variety of sources (e.g., upper management, clients and other departments.)
- Xactimate experience a plus.
- High school or GED equivalency preferred.
- Computer skills including word processing (Microsoft Word), spreadsheet use (Excel).
- Strong interpersonal communication, written and oral skills.

### Work Environment and Physical Requirements:

- Typical work shifts are 8:00 a.m. to 5 p.m.; however, overtime may be required to meet project deadlines and to properly serve emergency events which occur on a 24/7 basis. This position is part of an on-call rotation for after-hours emergency calls with schedules being published at least monthly.
- Work environments can vary depending upon the type of emergency situation is involved. Generally, work environments may be dirty, dusty, damp, wet, or smoke filled. Some positions involve trauma/biohazard cleanup. Appropriate personal protective equipment is provided in hazardous environments.
- Good organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions. Organizational skills sufficient to prioritize work and complete assignments accurately, either independently or as part of a team, under pressure of competing deadlines and with frequent interruptions, working from own initiative and/or following direction, policies, or procedures. Ability to identify customer needs and maintain and support a customer service philosophy. Ability to use analytical and decision-making skills to offer options and resolve problems in a variety of contexts.
- Manual dexterity needed to perform tasks as well as an ability to lift goods (up to 50 pounds) or materials with or without assistance per OSHA guidelines. Lifting, bending, stretching, climbing stairs, crawling are common activities associated with this position. Potential use of scaffolding and common tools (hammers, drills, saws).
- Use of eye and face protection devices such as masks and respirators common.
- Use of information technology may apply such as use of cell phones, email or labor reporting software.
- As our work takes us into the homes and businesses of others, successful passage of post-offer pre-employment and annual background checks as well as drug screening.



**Acknowledgement:**

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to change this job description at any time.

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Reconstruction Project Manager

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Date

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Human Resources

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Date

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This job description in no way states or implies that the tasks and responsibilities identified herein are the only tasks and responsibilities that the employee occupying this position may be required to perform. Requirements stated herein are minimum levels of skill and or abilities to qualify for the position. This document does not in any way create an express or implied contract of employment, or change the nature of the chosen employee's at-will employment. Nothing in this job description restricts the company's right to assign or reassign duties and responsibilities to this job at any time. The company is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, sex, national origin, age, ancestry, disability, pregnancy, marital status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. All employees and job applicants will be treated in all respects on the basis of their merit and qualifications.

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