

Position: Project Manager - Local Services**Department: Operations****Reports to: Local General Manager**

Summary: The Project Manager is responsible for managing the on-site service activities for our Cleveland On-Terminal services division.

Key Accountabilities: This position is accountable to the organization for the following:

1. Ensuring services are performed in accordance with scope and estimate on each job.
2. Ensuring crews are performing work in accordance with standard operating procedures.
3. Ensuring we are completely satisfying our customers.

Special Notes: Some travel required to manage jobs outside of our local market. Overtime hours are expected and scheduled work times will fluctuate from week to week, but will be no less than 40 hours per week.

Description of Responsibilities: The Project Manager is responsible for the following duties as well as any specific assignments or additional responsibilities as agreed upon with the General Manager.

On-Site Project Management (70%)

- Review scope of work, estimate and pre-move documents to ensure we have a good knowledge of the expectations of the job.
- Work with customer and crew to ensure job is completed as promised.
- Document any changes in scope through use of Change Orders
- Direct crew as needed to accomplish the job
- Communicate any feedback from client to sales/customer service as it relates to future services
- Ensure crew paperwork is completed accurately
- Provide service crew grade for each individual service crew to local operations.
- Manage / Lead Crew for Household Goods moves when needed.

Pre-Move Consultation (5%)

- Assist sales with walk through, pre-move planning, creating scope of work and creating estimate for new work

Other (25%)

- Support local operations when needed

- Support Commercial Service Administrator when needed.
 - Support Warehouse Management when needed.
 - Supporting quality manager with local crew training when needed.
 - Performing quality control visits when requested.
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Required Skills and Competencies

1. Ability to work with and lead a team
2. Engage both administrative and customer facing skills simultaneously
3. Efficient with time
4. Ability to prioritize based on primary objectives
5. Highly organized and disciplined
6. Exceptional attention to detail
7. Capable problem solver
8. Exceptional at following instructions
9. Clear and concise communicator
10. Exceptional documentation of work
11. Organizes and demonstrates exceptional follow up

Required Attributes and Behaviors

1. Enjoys customer interaction
2. Always takes initiative
3. Always seeks improvement (for self and company)
4. Not afraid of accountability
5. Results driven
6. Open to and capable of making change
7. Respectful of authority
8. Comfortable leading or following
9. Supportive of management decisions
10. Criticizes privately, compliments publicly

Required Work Experience

1. Moving Industry Experience
 2. Class A CDL (Or Class B CDL, with willingness to work up to Class A)
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