



## UNISOURCE SOLUTIONS

Welcome to simple.

Job Title: PROJECT MANAGER

Job Purpose: Provides consistent and excellent service to existing clients who contract with UOS for primarily labor services. Works with assigned Account Managers on installation/product transactions and services. Works closely with Field Operations to coordinate and execute projects.

### RESPONSIBILITIES:

- Works with lead men on communication and management expectations.
- Assists with product and installation training for all departments.
- Recommends cost-saving strategies to Account Manager and works closely with Operations to ensure projects are under budget.
- Responds to client requests by visiting job site with Operations to establish building conditions and installation criteria. Provides clear and accurate scope of work and submits accurate floor plans to Operations to ensure flawless installations with zero punch list.
- Provides accurate labor pricing and budgets by review of plan with Account Manager for an understanding of project scope with regards to timeframes, budgets, client expectations, etc. Meet with Operations to review plans and building restrictions.
- Assist clients with any non-installation pricing and/or services requested by providing accurate pricing based on client requests for on-demand services or other miscellaneous services in connection with project. Issues on-site change orders to accomplish projects outside the approved scope of work. Assures that all change orders have valid client approval.
- Completes punch lists and walk through with client and lead installer to obtain client signature of completion by executing signed punch list documentation within three working days of completion of installation. Documentation should include red line drawings for Operations, any warranty or damaged items for manufacturer replacement, and any outstanding product or installation issues to be completed by dealership. Signed approval of any changes should be billed to client immediately and warranty items within two weeks of installation to assure prompt payment by client.
- Maintains good communication with field crew/installation manager throughout installations by constant availability to installation manager and/or field crews for any troubleshooting. Be able to provide information regarding truck deliveries, installation timeframes, building accessibilities, client contacts, etc. Must be available by phone during times of installation.
- Assists inventory/warehouse personnel by providing accurate product pulls regarding client requests to include appropriate finishes, sizes, and quantities.

- Assists other project managers and/or account managers with labor and installation analysis by being available for installation questions regarding amount of labor, structure double checks on installation and product information.
- Reviews backlog report and outstanding invoice statement on a weekly basis by meeting with CSR to review status of projects and outstanding proposal or invoices issues. Makes contact with end users to resolve any issues that would prohibit us from collecting or issuing new order for clients.
- Identifies areas within existing accounts to expand sales volume of the 4 business units by following up with all active clients and discussing on-site services, on demand services, warehousing, and technology services.
- Verifies order status reports for assigned projects by attending weekly customer service representative meetings to keep apprised of ongoing projects and shipping and installation schedules.
- Keeps apprised of all new product introductions by manufactures and how new product is installed.
- Performs other duties as assigned.

#### QUALIFICATIONS AND SKILLS:

- Associate of Arts degree preferred.
- At least 2-4 years of experience required, preferably in the furniture industry.
- Ability to read construction drawings
- Previous experience with installation a plus
- Project management program certification required
- Ability to work well under tight deadlines
- Ability to work well independently
- Self-motivated
- Detail-oriented
- Excellent communication skills
- Excellent interpersonal skills
- Outstanding problem-solving skills
- Demonstrated ability to build, grow, and maintain positive client relationships
- Knowledge of Haworth furniture products a plus