Position Description



**Position:** Project Manager

**Department:** Project Management

**Reports To:** Manager of Project Management

**Date Prepared:** 11/2013

Position Purpose:

The Project Manager is responsible for the overall management of assigned projects throughout the sales, design, purchasing, delivery, installation, and follow-up customer satisfaction phases to ensure the project is completed within budget and on time. This Project Manager will build relationships with clients in the field, working in tandem with the Sales and Design departments to secure and execute each project. The Project Manager is responsible for compliance in maintaining the Pigott, Inc. culture and will focus on customer satisfaction in all interactions.

Possible Growth Opportunities:

* Manager of Project Management
* Commercial Interiors Consultant

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

* Establish and nurture positive relationships both internally and externally
* Attend monthly departmental meetings
* Leads weekly team project meetings (Project Manager, Install, Sales and Design)
* Consistently follow project life cycle checklist-specific to the complex-project order, category of business
* Concise and well-organized communications
* Attend all Client meetings and/or construction meetings, in the field following initial Sales call
* Assist in the design and specification phase in identifying Client requirements as needed for project deliverables
* Identify, develop and manage project schedules, deliverables, milestones, and required tasks
* Prepares project status reports and keeps management, clients, and others informed of project status and related issues
* Assist in creating proposal and presentation packages
* Monitor and record time and expenses associated with projects
* Maintain Encompass database, as required, to ensure Client information is accurate and complete
* Enter project prospects in to Encompass database
* Create project numbers
* Request internal installation and design quotes
* Conduct field verification process on client site locations in tandem with Design or Installation departments
* Double count complex-project orders and assist as back up support for other Project Managers across the company
* File client sign off/approval
* Generate deposit invoices
* Create, convert and enter quote to project order
* Place orders in complex-project category
* Resolve Acknowledgment discrepancies
* Manage completion of install folders or Express order folders

Corporate Accountabilities & Performance Expectations:

* Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
* Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
* Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
* Accept responsibility for personal and professional development.
* Perform additional responsibilities at the request of manager or the Pigott Leadership team.
* Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
* Adhere to Pigott corporate branding standards.
* Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

* Two-year or four-year degree preferred.
* Industry experience preferred.
* Strong PC, math, writing and reading skills.
* Increased combination of equivalent combination of training, education and experience will determine appropriate role and pay scale.

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Additional Information**

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.