

JOB DESCRIPTION

GENERAL INFORMATION:

Job Title	Project Manager
Department	Office
Reports to	Office Manager/ General Manager
Direct Reports	Project Coordinator

BASIC FUNCTION:

The Project Manager ensures commercial jobs are completed on time and on budget. This involves managing pre-production, relationship with all stakeholders, site staff, change orders, project schedule, and the Site Supervisors through daily and weekly scheduling.

QUALIFICATIONS

The following are the principal qualifications for this position:

Experience

- Minimum 2 years of experience managing landscape or construction projects in commercial settings.
- Minimum 5 years of experience in commercial landscaping is required.
- Demonstrated knowledge of workplace safety and safe handling/lifting procedures.

Technical

- Ability to comprehend landscape, architectural, structural, irrigation and civil drawings is required.
- CLT designation/certification.
- Other certifications are an asset (aqua pave, allan block, green roof, fall protection, etc.)
- Skid steer and excavator certification is required.
- Telescopic forklift certification is an asset.

General

- Demonstrates a high degree of personal integrity.
- Strong communication, organizational and time-management skills.
- Strong attention to detail, multi-tasking skills and results focused.
- Demonstrated presentation skills - comfortable speaking in client/project meetings and seminars.
- Demonstrated people management skills in a small-medium sized business.
- Ability to respond to escalated inquiries or complaints from customers, vendors or employees.
- Demonstrates responsibility for safety.
- Must have a valid driver's license.

AUTHORITIES

The following are principal authorities granted to the Project Manager:

- Resolve customer issues up to a dollar value of \$100.
- Order/purchase project supplies up to \$500 within the scope of the project without prior approval of direct supervisor.

- Authority to do extra work with approval from Operations Manager.

MAJOR DUTIES:

The following are the duties for the Project Manager:

Project Management

- Learn the entire scope of a job, inside and out, to help clarify items for Site Supervisors and other field staff as required.
- Lead the Project Kickoff Meeting with the designated Site Supervisor and Project Coordinator to outline the project scope, goals, and expectations before beginning a project.
- Be the leader in delivering successful projects and ensuring all aspects of customer satisfaction.
- Manage and lead up to 3 projects by delegating and managing Site Supervisors for the duration of a project.
- Be the quality assurance leader for current projects under management.
- Handle project changes and interruptions in a timely manner so project objectives and deliverables are met on time.
- Resolve customer issues as they arise and get the Operations Manager involved when necessary.
- Check in with site staff on a daily basis either by site visit or telephone conference, and participate in daily Operations conference call.
- Offer feedback to site-staff on performance.
- Oversee the day to day tasks performed on site seeking the most proficient outcome.
- Enforce quality control and customer satisfaction in line with Ikonics' values and mission statement.
- Ensure Site Supervisor(s) have everything h/she needs to complete daily tasks (manpower, equipment, materials, etc.).
- Conduct regular walkthroughs with Site Supervisors and discuss tasks to be completed, proficient execution, and material & manpower requirements.
- Send follow-up emails to the Site Supervisor(s) providing a summary of outcomes from a walk-through.
- Share responsibility for overall completion and quality of a project with all project team members.
- Constantly increase knowledge of landscaping techniques through training, education, day to day learning, etc.
- Maximize project efficiency, quality and on-time delivery.
- Provide finance department with up to date progress information to facilitate monthly forecasting and invoicing.
- Schedule site meetings as required.
- Has an ongoing master list of deficiencies and ensures they are tended to.
- Communicate with vendors, suppliers and sub-trades as required by the project.
- Act as the main point of contact for the Landscape Architect.
- Ensure that site staff are following health and safety standards on a regular basis.
- Review job profitability on all projects.
- Assign overtime as required, with approval from Operations Manager.

Schedule:

- Sets, owns, and maintains the project schedule while tracking progress on a regular basis with Operations.
- Act as the senior onsite client relationship manager and communicate the Project Schedule with the developers' onsite manager to ensure scheduling conflicts are addressed.
- Communicate with customers, seeing that Ikonic's scheduling needs are being met on a regular basis (phone, email, site visit, etc.).
- Communicate with other trades to ensure work is appropriately scheduled.
- Meet with the Site Supervisor(s) and client's Site Super to go over weekly scheduling (on a weekly basis).
- Email weekly schedule to the client's Site Supervisor as required.
- Review the Project Schedule with the Site Supervisor on a regular basis.

Resource Planning:

- Communicate with other Project Manager(s) to ensure resources are properly scheduled.
- Define project tasks and communicate resource requirements to the Operations Managers so that projects are completed on time and budget.
- Interpret the site needs and be prepared for the Resource Planning Meeting (estimate manpower, equipment, hours for tasks, etc.).
- Participate in scheduling of company resources (labor, machinery, etc.) by participating in the Resource Planning Meeting on a weekly basis.

Meetings:

- Complete action items noted on the issues meeting monitoring log.
- Contribute to the issues list identifying issues of departmental or companywide importance and developing solutions.
- Prepare for, attend and participate in company meetings including coming with written thoughts on how best to overcome or pre-empt the issues or objections on the agenda.
- Lead Project kickoff meeting before the start of every job-site to get the project team familiarized.
- Meet with other trades on site to ensure all trades are working on the same schedule.

General Management:

- Engage in conflict resolution with subordinates and work with other managers to resolve interdepartmental issues.
- Recommend compensation increases/decreases within established guidelines for each position under your direct report.
- Propose agendas items for management meetings including issues, opportunities, and priorities.
- Create and update procedures on tasks relating to the duties of this position as requested.
- Ensure company procedures are being followed by all direct subordinates.
- Complete action items noted on the issues meeting monitoring log.
- Contribute to the issues list identifying issues of departmental or companywide importance and developing solutions.

PERFORMANCE EVALUATION CRITERIA:

The following will be used to evaluate the performance of the Project Manager:

Description of Measure

Numerical target or subjective measure

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- Demonstrates team spirit, positive attitude, and willingness to work with all staff and support the company vision.
 - Meets project deliverables on time.
 - Develops direct subordinates to improved levels of performance through training and coaching.
 - Manages projects execution including: scheduling, purchasing & logistics.
 - Meets target operating margins on a project basis.
 - Maintains a high level of quality control while mitigating deficiencies.
 - Develops a project plan on time.
 - Sets, manages and achieves budget, schedule and quality.
 - Demonstrates complete understanding of the scope of work.
 - Demonstrates a keen business acumen: understands key drivers of job profitability, and how to make money on the job.
 - Manages multiple project teams (Site Super, Project Coordinator).
 - Guards confidential information.
 - Mitigates project risks, conflicts and politics.
 - Effectively communicates and coordinates with all project team members.
 - Effectively liaises with the customer/General Contractor.
 - Defines and protects scope throughout execution (DEW's, SAP's, CO's).
 - Innovative at finding ways to improve efficiency, lower cost.
 - Reviews and contributes to estimates.
 - Effectively participate in negotiation meetings.
 - Displayed enthusiasm.
 - X% variance (Ikonic vs. targets)
 - Employee skills improvement
 - Post project evaluation
 - =>X%
 - Landscape Architect deficiency list/report
 - Completed prior to project start using Project Schedule. (Operations Manager)
 - # of times re-work is required. Project budget followed.
 - Project kick-off meeting & checklist
 - Observation (Operations Manager)
 - Observation from top down, and bottom up
 - Observation
 - Observation (Operations Manager)
 - Active participation in Project Schedule meetings and daily communications
 - Ability to put together schedule.
 - Ability to incorporate changes to the original scope and budget.
 - Observation (Operations Manager)
 - Observation (Project Coordinator, Estimator)
 - Observation (Sales Manager, Project Coordinator)

JOB DESCRIPTION SIGNATURES:

This Job Description has been agreed upon by:

Project Manager: _____ Date: _____

Operations Manager: _____

Date: _____