

Job Success Profile

Role/Title: Assistant Project Manager	Department: Operations	Location: Nashville, TN
Reports To: Operations Manager	Date: December 2021	
<p>A. Summary: The Assistant Project Manager (APM) is responsible for helping organize and direct mid to complex painting projects. The APM ensures projects are completed on time, within budget and with high customer satisfaction from the point of handoff through completion. This role assumes a gradual increase in responsibility and project complexity over time as proficiency in the role progresses. The APM works with internal business units such as Sales and Estimating as well as with the customer, vendors, contractors, and other external stakeholders.</p>		
<p>B. Job Responsibilities</p> <ol style="list-style-type: none"> 1. Manage Projects: customer expectations and communications, timelines, budget and negotiate costs, customer and subcontractor schedule, resources and contractors, procure and organize labor and materials, facilitate changes and cost impacts, obtain permits for required projects 2. Oversee project financials, profit, and Loss, and ensure documentation of all monies on the project are accurate. Approve/release contractor payments that align with project cash flow schedule 3. Issue Invoice requests based on contract terms, and approve all costs in financial management system 4. Visit project sites at the start of projects and through project duration to check progress, quality, safety and resolve conflicts; frequent travel outside of home-base city is required 5. Schedule and facilitate project meetings with customer, contractors, and vendors that follow company standard Operating Procedures 6. Interface with customers and maintain continual communication throughout project, ensuring satisfaction and project needs are met 7. Collaborate with internal Sales Managers and Estimators during project reviews for cost and scope validation, and education of project efficiencies or discrepancies 8. Keep project vitals up to date within salesforce platform and report on challenges and opportunities with project schedules 9. Recruit and maintain contractor relationships that align with project needs 		
<p>C. Competencies/Skills Required</p> <ol style="list-style-type: none"> 1. Communication: Using language, verbal and written, to share and collect information, exchange ideas and openly explore a variety of perspectives while being flexible to adjust style and content to each unique person, audience and situation. 2. Decision Making & Judgment: Using sound judgement to make timely decisions while being mindful of facts, goals, constraints, and risks. 3. Problem Solving: Having a good process to use when approaching an issue and can quick, efficiently and effectively resolve 4. Collaboration: Establishes a strong working relationship with team members, customers, and stakeholders to improve outcomes. 5. Customer Focused: Makes all decisions with the impact on customer success and/or satisfaction in mind 6. Adaptability: Willingness to operate in a flexible manner to ensure achievement of desired outcomes/goals. 		

Education/Knowledge/Requirements

- Preferred experience in the paint or construction industries
- Proficient in Excel or Microsoft Suite
- Experience servicing customers
- Experience in successfully managing projects

2022 Outcomes/Measures of Success*

1. Achieve project gross margins at or above estimates (+4.5% GM)
2. Meet contractor recruiting goal based on team plan (5 new contractors)
3. Meet or beat expected start dates on projects (21 days RFP)
4. Achieve exemplary customer satisfaction survey response (85%)
5. Follow company standard operating procedures to maximize learning and development