



## Project Manager

### 1) Overview

Consistent hands-on management for the exchange and documentation of information between the customer and the company, including the Operations Manager, the lead technician, outside vendors, and the establishment of installation dates and deadlines. Create all related installation/follow up work orders for the project.

### 2) Salary Range

\$20-\$24/hour depending on experience

### 3) Reporting Relationship

- a) The Project Manager receives instructions and directions from the Operations Manager. Consequently, the Project Manager reports to the Operations Manager.
- b) Reporting to the Operations Manager is the Customer Service Manager, Service Manager and Installation Manager.

### 4) Authority

- a) The Project Manager manages the Dispatch Board and the scheduling of the Technicians for completion of projects and daily tasks.

### 5) Duties

The duties of the Project Manager include, but are not limited to the following:

- a) Must oversee all assigned projects and daily tasks.
  - (1) Review job package of new sales or major upgrades and participate in a hand off meeting with the Sales department.
  - (2) Reviews deliverables prepared by team before passing to client.
  - (3) Create and maintain a *Control Point* account for new customers.
  - (4) Generate a ticket for a site prefield.
  - (5) Acquire all necessary database and programming information from the customer.
  - (6) Populate and maintain customer information in standard VSN installation package.
  - (7) Create and execute project work plans and revise as appropriate to meet changing needs and requirements.
  - (8) Work with the customer to establish estimated due dates.
  - (9) Identifies resources needed and assigns individual responsibilities.
  - (10) Work closely with shipping and receiving to see when system parts will arrive for the job and schedule a ticket accordingly.
  - (11) Manage day-to-day operational aspects of a project and scope.
  - (12) Collect all necessary signed, pre and post installation documents.
  - (13) Be onsite when necessary to oversee coordination of project, gather planned adds, moves, and changes and field customer questions.
  - (14) Ensure project documents are complete, current, and stored appropriately.
  - (15) Determine appropriate revenue recognition, ensure timely and accurate invoicing, and monitor receivables for project.
  - (16) Track and report team hours and expenses on a weekly basis.
  - (17) Perform 30, 60, 90, 180 & 330-day customer follow up calls.

- b) Must work with the customer at all times.
  - (1) Must keep open communication with the customer.
  - (2) Set and manage customer client expectations.
  - (3) Must let the customer know a project outline of what will be done and when using *Control Point* as the central communications hub.
  - (4) Must help the customer to configure and understand the database that they would like to be installed into their system.
  - (5) Must take charge of the project and be the focal point of information for the customer, the technician, and the operations manager.
  - (6) Conduct basic user training on phone system and peripherals as needed.
  - (7) Coordinate with the customer on any special equipment they will have installed, such as modular furniture, color of jacks, type of jacks etc. So that we can insure that we relay the parts needed back to the warehouse for parts availability.
  - (8) Follow up with clients, when necessary, regarding unpaid invoices.

## 6) Benefits

- (a) Paid time off
- (b) Holidays
- (c) Health insurance
- (d) Company cell phone
- (e) Ability to work remote
- (f) Flexible scheduling
- (g) Savings plan
- (h) Employee referral program

## 7) About Contrast

Contrast is a regional provider of communication and IT solutions and services. We provide custom on-premise and cloud-based solutions, managed services and live 24/7 customer support for voice and unified communications systems, contact centers, HD video conferencing, infrastructure, networking, storage and back-up, and video surveillance. High performance businesses, governments, and non-profit organizations choose Contrast to optimize and support their end-to-end communications and IT requirements. To learn more about our products, services, and support please contact Contrast at 570-966-1515.