

**Project Manager
Handyman Services Division
Job Description
January 25th, 2017**

The Handyman Services Project Manager is responsible for working with various Handyman Services Salespeople, managing their client projects throughout the duration of the work. The Handyman Services Project Manager coordinates and manages the work of Handyman Services field personnel including Carpenters and Apprentices.

The Handyman Services Project Manager develops schedules, orders product, obtains permits, and verifies work hours for field personnel.

The Handyman Services Project Manager reports the Production Manager of Home Improvement who reports to the Vice President of Home Improvement. However, this position requires self-direction for the majority of day-to-day activities.

The Handyman Services Project Manager is responsible for working in compliance with Neil Kelly Company established standards for paperwork and processes.

Primary Responsibilities

1. Support sales staff in estimating jobs in regards to budget and feasibility. Provide advice regarding any necessary revisions.
2. Receive contract, specifications, site assessment notes including sketch diagrams of installation, and any photos from Handyman Services sales person, and facilitate permits.
3. Schedule walkthrough with client and sales person to confirm plans, confirm material needs, and get preconstruction site information. Communicate and collaborate with sales team.
4. Complete final walkthrough with client, and coordinate with sales person on invoicing client and obtaining final payment.
5. Maintain professional relationships with vendors.
6. Provide accurate job costing information and work to decrease costs.
7. Work as a team with sales staff and field staff to provide the best customer service while protecting the margins of the company. This includes holding regular team meetings. Serving as the team captain for his/her production team providing a leadership role within the team;

8. It is primarily the sales person's responsibility to collect the down payment and final payments; however, the PM is responsible for assisting sales person in collections.
9. Providing initial and ongoing training for new and existing team members. This includes communicating expectations and established company standards with Salespeople and Carpenters.
10. Participating in the team estimating process, both formal and informal; with the HS Project Manager's first priority being established clients rather than prospective clients;
11. Reviewing the specifications and the cost breakdowns of new projects, preparing questions and / or a list of additional information needed prior to the pre-start conference;
12. Organizing the pre-start conference;
13. Assuming responsibility for approval of final job costs;
14. Preparing the project for production following the pre-start conference. This includes, but is not limited to: obtaining a notice to proceed from Neil Kelly Company, ordering materials, negotiating with trade contractors, creating job information packets for all those who require them, obtaining permits, confirming materials are tested as required, scheduling labor, updating the labor board, and maintaining appropriate communication with the Salesperson and the client;
15. Maintaining communication with the client throughout the project, either by personal contact from frequent jobsite visits, by telephone, through written messages, or a combination of the above methods;
16. Being responsible for on-site project layout for trade contractors and craftspeople;
17. Keeping the job-cost comparison budget record, monitoring all costs during the course of the project, preparing budget updates for team members, and taking necessary steps to keep the project within budget;
18. Compiling billings and collecting any progress payments;
19. Cooperate with Salesperson teammate in completing routine change orders;
20. Monitoring and approving all requests for payments related to the project: approving payments to trade contractors, approving all time cards for time to be charged to the

project by Neil Kelly Company employees, and approving all material invoices which are charged to the project;

21. Meeting with the Salesperson, client, and other critical members of the team prior to the completion of the project to prepare a “pre-completion” detail list. Arranging for completion of the list as quickly as possible;
22. Making sure final inspections have taken place;
23. Managing the Carpenters on his /her team which includes, but is not limited to: participating in hiring, coaching, reviewing, scheduling, and dismissing. This involves completing written documentation for all personnel management decisions;
24. Participating in dispute resolution including, but not limited to: client, trade contractor, vendor or supplier issues or concerns;
25. Building and maintaining client relationships with respect to service and continuity issues;
26. Other functions include: attendance at regular team meetings and other company meetings, participation in various training events;
27. Any other duties as they may arise.

General Requirements

A team model of Client, Salesperson, Technicians, and Handyman Services Project Manager is to be stressed, used, and capitalized upon whenever possible. Company management is to remain in a support capacity and to remain outside the project until and unless involvement is requested or required.

Quality control, profit, service, dispute resolution, and client satisfaction remain the responsibility of both the Salesperson and the Handyman Services Project Manager throughout the life of the project warranty.

The Handyman Services Project Manager works on a wide variety of jobsites many of which may have uneven and differing ground surfaces. The duties of the Handyman Services Project Manager will require a variety of physical activities including walking, climbing, sitting, standing, crawling, stooping, squatting, pushing, pulling, occasionally lifting up to 50 pounds with necessary accommodation (not a requirement for those who cannot lift that amount with accommodation), and visual inspecting. The Handyman Services Project Manager will be required to use a computer and calculator, write and communicate in English, use a telephone and other office equipment.

The Handyman Services Project Manager is expected to attend all of the following meetings, keeping in mind that this list is not all-inclusive: twice monthly Friday Staff Meetings, and regular Handyman Services Team Meetings. Regular travel between offices and to jobsites is also required. He /she will be expected to provide a valid driver's license, as well as his or her own transportation to and from the office and during the work day (a vehicle which has the capacity to transport materials is required) in order to perform the required duties of this position. The company encourages the use of a Neil Kelly sign on this vehicle and will provide compensation for this sign when Project Managers participate in our vehicle program.

The Handyman Services Project Manager is expected to attend occasional educational programs provided by the company as deemed necessary by management. The Project Manager is expected to abide by the company safety policy, including supporting Neil Kelly's Drug-Free Workplace Policy. As an extension of our commitment to our community, the Neil Kelly Management Team has chosen to participate in an international environmental and economic sustainability movement through the framework of The Natural Step. It is expected that company employees will use this adopted philosophy as a guideline for making regular business decisions and participate in related natural Step activities as directed by management.

The position requires a combination of education and / or experience that provides knowledge in housing, construction, architectural design, cost estimating, construction specification writing, work with clients, and team leadership.

Skills necessary for this position include: operating a computer; effective oral and written communication in English; problem solving; dealing effectively with people who may be upset; managing complex projects with limited supervision and guidance; development of short and long-range work programs, including skill in making adjustments to assist in completing the project; planning, assigning, coordinating, and evaluating the work of employees and trade contractors.

This person must have the ability to deliver projects within the approved time schedule and budget and the ability to establish and maintain effective working relationships with other employees, clients, trade contractors, vendors, dealers, and the general public.