

Project Manager
Property Restoration Division
Job Description
November 2016

The Project Manager is responsible for working with various Neil Kelly Company Sales Consultants and the Insurance Restoration Divisional Manager/Sales Consultant in managing their client projects throughout the duration of the work.

The Project Manager reports directly to the Insurance Divisional Manager for overall direction, who reports directly to the President. However, this position requires self-direction for the majority of day-to-day activities.

The Project Manager is responsible for working in compliance with Neil Kelly Company established standards for paperwork and processes. The Project Manager will address site testing with Clients and team members as appropriate to include Lead Based Paint, Radon, Asbestos, and Mold.

Primary Responsibilities

The primary functions of this position include, but are not limited to the following:

- 1) Serving as the team captain for his/her production team providing a leadership role within the team. Each team captain is required to participate in the TAG Team, a leadership development group which meets occasionally throughout the year;
- 2) Providing initial and ongoing training for new and existing team members. This includes communicating expectations and established company standards with Journey-level Carpenters, Apprentice Carpenters, Sales Consultants, and trade contractors;
- 3) Demonstrate proficiency in Microsoft Projects and various other commonly used computer software applications;
- 4) Participating in the team estimating process, both formal and informal;
- 5) Reviewing the specifications and the cost breakdowns of new projects, and preparing questions and/or a list of additional information needed prior to the pre-start conference;
- 6) Assuming responsibility for approval of final job costs and communication to the client and management team;
- 7) Participating with the Sales Consultant, Client, major tradecontractors, and Carpenters in a pre-start conference to review all project details. Authority for the management of the project is formally transferred from the Sales Consultant to the Project Manager at this conference;

- 8) 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 tradecontractors, creating job information packets for all those who require them, obtaining permits, confirm materials testing as required, scheduling labor, updating labor board, and maintaining appropriate communication with the Sales Consultant and the client;
- 9) Maintaining communication with the Client throughout the project through a combination of personal contact from frequent job site visits, email, telephone, and written messages;
- 10) Being responsible for on-site project layout for tradecontractors and craftspeople;
- 11) Keeping a 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;
- 12) Assisting to compile billings and collecting any progress payments;
- 13) Cooperating with Sales Consultant teammates in completing routine change orders;
- 14) 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 materials invoices which are charged to the project;
- 15) Meeting with the Sales Consultant, Client, and other critical members of the team prior to the completion of the project to prepare a "pre-completion" punch list, and arranging for completion of the list as quickly as possible;
- 16) Making sure all final inspections have taken place;
- 17) Managing the Carpenters on his/her team which includes, but is not limited to: participation in hiring, reviewing, scheduling and dismissal. This involves completing written documentation for all personnel management decisions;
- 18) Participating in dispute resolution including but not limited to client, tradecontractor, and vendor / supplier issues or concerns;
- 19) Building and maintaining client relationships with respect to service and continuity issues;
- 20) Occasionally conducting quarterly safety inspections for team members which include visual inspection of tools and vehicles and completion of related paperwork;
- 21) Other duties as they may arise.

A team concept of Client, Sales Consultant, Carpenter, and 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 by both the Sales Consultant and the Project Manager, or by the Client.

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

General Requirements

The Project manager works on a wide variety of job sites many of which may have uneven and differing ground surfaces. The duties of the Project Manager will require a variety of physical activities including walking, climbing, sitting, standing, crawling, stooping, squatting, pushing, pulling, occasionally lifting up to 80 pounds with necessary accommodation (not a requirement for those who cannot lift that amount with accommodation), and visual inspecting. The Project Manager will be required to use a computer and calculator, write and communicate in English, use a telephone and other office equipment.

The Project Manager is expected to attend all of the following meetings, keeping in mind that this list is not all-inclusive: regular monthly Project Managers meeting, general company staff meetings, regular monthly or twice-monthly team meetings, quarterly TAG Team meetings, and a minimum of a monthly review session with the Insurance Restoration Division Manager.

Regular travel between offices and to job sites is also required. S/he 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 some items would be helpful) in order to perform the required duties of this position. The company encourages the use of a Neil Kelly Company sign on this vehicle and will provide compensation for this sign. Neil Kelly Company pays a monthly gasoline allowance for use of this vehicle. The allowance is per an annually published schedule.

The Project Manager is expected to attend occasional education 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 Company Management Team has chosen to participate in an international environmental and economic sustainability framework of The Natural Step. Neil Kelly Co. is a certified B Corporation. It is expected that company employees will use these adopted philosophies as guidelines for making regular business decisions, and that the Project Manager will actively support these efforts.

The position requires a combination of education and/or experience that provide 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 written and spoken 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 tradecontractors.

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

Compensation

A regular monthly draw against commission will be established for each Project Manager as of the date of hire, dependent on individual experience and qualifications. This draw is to be paid on the last business day of the month.

Refer to the Remodeling Base Salary / Commission Policy for additional details.

The Project Manager and the Sales Consultant are both commissioned positions and they work as a team. Their compensation is therefore, tied together. They will work together on project estimates and on determining sale price.