

Position Description



Position: Project Manager

Department: Project Management

Reports To: Director of Project Services

Date Prepared: 01/2024

Position Purpose:

The Project Manager is responsible for the overall management of assigned projects throughout the sales, design, purchasing, delivery, installation, and follow-up customer satisfaction phases to ensure the project is completed within budget and on time. This Project Manager will build relationships with clients in the field, working in tandem with the Sales, Design, and Installation departments to secure and execute each project. The Project Manager is responsible for compliance in maintaining the Pigott, Inc. culture and will focus on customer satisfaction in all interactions.

Possible Growth Opportunities:

- Manager of Project Management
- Commercial Interiors Consultant

Position Accountabilities & Performance Expectations:

Responsibilities include but are not limited to:

- Prepare concise and well-organized communications to keep project team, clients, and others informed of project status
- Create and monitor the project timeline, and oversee the entire project process
- Coordinate with vendors and third parties to ensure project is installed according to scope
- Collaborate with the Installation team to phase, order, and schedule deliveries according to project plan
- Establish and nurture positive relationships with clients and internal team members
- Maintain CRM and order entry system, as required, to ensure client and order information is accurate and complete
- Attend all client meetings and/or construction meetings, in the field
- Conduct field verification process on client site locations in tandem with Design or Installation departments
- Attend monthly departmental meetings and weekly project-team meetings
- Provide content to assist the Sales & Marketing team in creating proposals and presentation packages
- Monitor and record time and expenses associated with projects
- Create installation scope based off of Design-provided plans and request installation quote
- Manage completion of install folders and project folder documents

Corporate Accountabilities & Performance Expectations:

- Provide prompt, courteous and exemplary service to all customers, both external and internal, in accordance with the corporate mission, vision, values and beliefs of Pigott. Demonstrate courtesy and professionalism, consistently providing a timely response to every customer service inquiry.
- Support Pigott commitment to quality by developing and maintaining position-specific procedures, process instructions and/or forms to better serve the company and customers as necessary.
- Attend work on a regular basis. Adhere to all guidelines as outlined in the *Pigott Team Member Handbook*.
- Accept responsibility for personal and professional development.
- Perform additional responsibilities at the request of manager or the Pigott Leadership team.
- Demonstrate cooperation and teamwork in accomplishing the goals and objectives in the department.
- Adhere to Pigott corporate branding standards.
- Maintain confidentiality of business operations on behalf of Pigott and all clients.

Position Requirements:

- Two-year or four-year degree preferred.
- 2+ years related work experience recommended.
- Previous experience in client service.
- Basic computer skills (typing, MS Word, Excel, PowerPoint)
- Strong written and oral communication skills.
- Strong problem solving and decision making skills.
- A combination of training, education and experience will determine appropriate role and pay scale.

Position Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Information

Pigott, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Company will consider reasonable accommodations for qualified individuals with disabilities and encourage prospective team members and incumbents to discuss potential accommodations with the Company.