

JOB DESCRIPTION

Job Title: Manager of Project Management
Department: Operations
Reports To: Vice President of Operations
FLSA Status: Exempt
Salary Info:

Position Summary: This position will work closely with the VP of Operations and is responsible for supervising all Project Managers (PMs) across the organization, including Technology, Furniture, Auto, and Architectural Products segments. The role emphasizes leadership, operational efficiency, and cross-departmental coordination to ensure projects are completed successfully and align with company objectives.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Specific Responsibilities Include:

- Supervise and mentor Project Managers across all segments (Technology, Furniture, Auto, and Architectural Products) to ensure consistent processes and outcomes.
- Develop and enforce standards for project tracking, labor management, and time entry across all departments.
- Oversee and ensure accountability among Project Managers for internal process meetings and client communications. This includes managing project kickoffs, maintaining project milestone documentation, reviewing daily field reports, and ensuring thorough project closeouts.
- Collaborate with department leads to optimize cross-functional training for PMs in product knowledge, installation processes, and order management.
- Implement and monitor accountability measures for project reporting, including forecasting, margin analysis, and invoicing accuracy.
- Foster a culture of continuous improvement by documenting and updating processes for onboarding and training PMs.
- Establish and maintain reporting mechanisms for warranty chargebacks and margin erosion tracking.
- Coordinate scheduling and resource allocation among PMs to ensure efficient operations and project profitability.
- Partner with warehouse and field services management to ensure alignment between project planning and execution.
- Lead efforts to integrate technology and tools that improve PM efficiency and client satisfaction.
- Oversee and manage estimating for the entire company to ensure accurate and competitive project bids.

- Support the VP of Operations in aligning operational strategies with overall company goals. Conduct weekly one-on-one meetings to foster a culture of open communication and collaboration
- Collaborate with Field Service Managers to optimize project scheduling and ensure the efficient allocation of resources.
- Conduct in-person weekly Level 10 (L10) meetings with the Project Management team to drive alignment, accountability, and team performance.
- Train and mentor, the Project Management team to effectively manage integrated projects across all business segments, including Technology, Furniture, Auto, and Architectural Products.
- Lead project post-mortem meetings for all projects experiencing a 2% or greater reduction in quoted margin to identify root causes and implement improvement strategies.

2. **Hold Self and Team Accountable to Serve as a Steward of iSpace Core Values and Brand:**

- We are **EXPERTS**: We provide well-thought-out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other
- We are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

3. **Other duties as needed to meet business needs**

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Bachelor's degree (B.A.) or equivalent; plus, five years of related experience in project management or operations leadership.
- Project Management Professional (PMP) certification required
- Proven experience supervising multi-disciplinary teams.

Competencies: To perform the job successfully, an individual should demonstrate the following.

- **Leadership:** Inspires respect and trust, motivates teams, and effectively influences decisions.
- **Change Management:** Communicates changes effectively and ensures smooth transitions.
- **Planning/Organizing:** Prioritizes tasks, sets goals, and efficiently allocates resources.
- **Quality Management:** Focuses on accuracy, continuous improvement, and client satisfaction.
- **Judgment:** Makes sound decisions and involves appropriate stakeholders.

Supervisory Responsibilities: Directly supervises all Project Managers within the organization. Responsible for overall coordination, performance evaluation, and professional development of the PM team. Ensures alignment with organizational policies and goals.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Inventory software; Order processing systems and Manufacturing software.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature Date

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