



Specializing in Fire & Water Damage Restoration

Job Title: Project Manager Emergency Services

Job Summary and Mission

This job contributes to New Life Service Co. success by leading the Emergency Services department to achieve business results while fulfilling our mission to enrich the lives of others by restoring our customer's property, supporting our community and developing the next generation in skilled trades. The ES Project Manager (PM) is responsible for all things related to the Emergency Services department, overseeing the day to day operations in the office, the field, the warehouse and the customer's expectations. The PM reports directly to the Director of Operations and indirectly to the General Manager and Office Manager as needed.

Summary of Essential Key Responsibilities

Note: Responsibilities and essential job functions include but are not limited to the following:

- Responsible to develop and achieve department strategic plans and goals.
- Build sales by networking and connecting with customers and community to promote and close mitigation jobs in our area of expertise.
- Work with Director of Operations to ensure appropriate staffing levels are maintained and bi-annual coach and connect conversations happen according to company procedures.
- Work with customers and adjusters to understand and communicate the job scope and details to Project Coordinator and ES team.
- Work with REC PM to transition jobs from ES to REC.
- Prepare project estimate using Xactimate software and Encircle tools to capture the job scope and details, arrive at project cost. Process estimates and invoicing at end of mitigation. (goal within 5 work days)
- Negotiate with insurance adjuster for final approved pricing within 30 days of end of mitigation work.
- Sales volume will determine when a Project Coordinator will be added to staff.
- Work directly with the Project Coordinator or Lead to develop them in role and empowering them to meet or exceed their job description.
- Work directly or indirectly through the ES Project Coordinator or ES Lead as appropriate to execute all aspects of the ES processes, including:
 - Conduct a walk through with the customer to initiate project start-up, confirm scope and potential timeline.
 - Guide the entire mitigation project from planning to execution for a successful and profitable conclusion.
 - Create project work orders with clear scope of work.
 - Work with team to assess job needs, plan scope of work, problem solve obstacles, schedule the work, assign employees, ensure all documentation is collected and saved to job folders, Encircle, and JobDox.
 - Communicate regularly with customers with progress updates and next steps.
 - Provide technical and practical direction as needed in the mitigation process.

- Learn characteristics of new systems and equipment of the ES industry and update skills to adapt to changing technology.
- Ensure company and customer satisfaction through professional appearance, expert workmanship, and polite communication.
- Ensure the efficient and profitable use of the company's time, labor, and materials.
- Responsible for site conduct of the crews, no abusive or foul language is to be tolerated, radios should be played quietly, music appropriate and absolutely no horseplay.
- Liaison of financial and legal information with accounting, payroll, and HR.
- Listen to and carry concerns, problems, requests, and recommendations to Director of Operations.
- Work with vendors to provide the best materials, equipment and pricing.
- Attend company meetings as requested by management, IE staff mtg.
- Protect the company's property, do not use, or allow others to use company property without permission and according to policy.
- Responsible for job safety of both employees and customers.
- Report job progress, potential work obstacles and possible solutions to Director of Operations.
- Maintain project quality control.
- Maintain the operation, organization and cleanliness of the ES warehouse space.
- As business and staffing fluctuates, you may be assigned other management responsibilities (IE vehicle maintenance, facilities, admin, marketing, etc.)
- Uphold, coach and hold accountable self and others to our mission and core values.

Qualifications: Knowledge and Experience with:

- Multiple years of managing projects or other applicable transferable experiences.
- Four or more years of high-level craftsman experience, in the ES industry.
- Current practices, materials, tools and equipment used in the ES industry.
- State and local building codes and ordinances.
- Safety and Health regulations and practices pertinent to the ES industry.
- Harmful effects of hazardous or toxic materials and the protection and safeguards required when working with such materials.
- Capabilities in computer applications and systems used in ES industry.
- Water dry out procedures, Mold Mitigation procedures, Bio hazard clean up procedures.

Required Skills and Abilities:

- Demonstrated ability to negotiate acceptable resolutions
- Prepare, read, interpret and work from sketches, drawings, plans, and blueprints.
- Inventory management and material ordering.
- Demonstrated ability to direct the work of others.
- Demonstrated ability to develop others in role and beyond.
- Demonstrated organizational abilities.
- Capabilities in computer applications and systems, Microsoft office suite.
- Hold a current driver's license and ability to operate a motor vehicle.
- Position requires vision to read printed materials and computer screens; hearing and speech to communicate in person and over the telephone.

Leadership Competencies:

(Abilities, knowledge, and skills that enable a person to effectively lead others)

- Sets Direction – Establishes and communicates a compelling and inspired vision, creates winning strategies and plans.
- Builds and Maintains Relationships – Establishes positive connections with others so as to facilitate the attainment of business results.
- Achieves Measurable Results – Consistently exceeds goals, exceeds the expectations of others.
- Develops for the Future – Develops the skills and competencies of self and others.
- Deals with Ambiguity – able to successfully function during times of uncertainty and changing priorities without losing composure.
- Acts with Leadership Courage – Willing to take a managed risk to move the business forward.

Core Competencies:

(Abilities, knowledge, and skills that enable a person to act effectively in a job or situation)

- Self-motivated.
- Humility, willing to ask for help.
- Composure, maturity to be professional.
- Works well with others, builds healthy relationships.
- Decision making, can work independently.
- Problem solver, logical or deductive reasoning for best possible outcome.
- Safety conscious, know and adhere to all safety standards.
- Teachable, committed to feedback cycle.
- Detail oriented, training the eye to see specific things.
- Tool savvy, comfort and knowledge in use of tools.
- Clear communicator.
- Be Knowledgeable of customer, scope, budget, industry standards and relevant building codes.
- Culture keeper, stand up for our core values.

Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying:

- High School graduation.
- Prefer Post High School education, AA degree or higher.
- Project management certificate or degree.

Environmental Elements:

Employees work in environments with moderate noise levels. The work may involve exposure to moderate chemical odors, confined spaces, and some extreme environmental conditions. (IE Bio-hazard clean up like sewage or body fluids)

Working Conditions:

The typical work week is Monday – Friday 8:00a-4:30p. It may also include on call status, as required by New Life Service. The nature of our company work is disaster restoration and emergency services. In order to fulfill our commitment to excellent customer service and good community service, we all expect to share the load by making occasional sacrifices of extra work time when necessary.

Note: management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions for the job.

Date Reviewed _____

Employee Name _____

Employee Signature _____

Employer Signature _____

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