

## Project Manager

<b>Business Unit</b>	ESBU, CBU	<b>Reports To</b>	PM Manager
<b>Required Edu &amp; Certs</b>	HSD, preferred 1+ Industry Certifications	<b>Required Experience</b>	5+ years in Industry
<b>Status</b>	Exempt	<b>Future Orientation</b>	2-30 days
<b>Job Family</b>	Overseers	<b>Pay Band</b>	2
<b>Safety Sensitive</b>	Yes	<b>Assigned Assessments:</b>	Workplace Personality Workplace Skills

**The Woodard Way:** We provide Legendary Service to help people get back to their lives while exemplifying our Core Values in an environment that fosters safety, care, high expectations, and top-notch performance.

**Core Purpose:** The Project Manager exercises independent judgement while delivering quality, completed projects on time, within budget, and with highly satisfied customers who provide direct referrals.

### Role Persona/Profile:

- Intelligent
- Humble
- Compassionate
- Curious
- Self-assured
- Likeable
- Committed to customer and team
- Client focused
- Flexible
- Mentoring disposition
- Team Player
- Organized planner
- Multi-tasker
- Manages competing priorities

### Core Abilities:

- Relationship Building – create and maintain successful relationships with all stakeholders including crews, customers, adjusters, and subcontractors
- Customer Service – respond promptly; relate to customers, understand their needs, and resolve their concerns; manage difficult or emotional situations in a measured, mature manner
- Safety – build and promote a culture of safety; enforce safety protocols on all projects
- Problem Solving – identify and resolve problems in a timely manner; gather and analyze information; develop alternative solutions; work well in group problem solving situations
- Communication – listen to understand; speak and write clearly and persuasively with a variety of stakeholders
- Adaptability – deal with frequent interruptions, delays, or unexpected events
- Accountability – assume responsibility for personal growth and development; proactively learn new skills; hold self and team members accountable for results
- Organization – prioritize and plan work activities; use time efficiently; plan for needed additional resources; manage multiple projects simultaneously
- Professionalism – approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status, position, or situation

*Do What's Right. Serve Others. Learn Every Day.*

### Core Duties:

- Oversee the quality execution of assigned restoration or reconstruction projects, assuming responsibility for successful outcomes and project profitability
- Ensure all aspects of the projects are performed in a timely, professional, and consistent manner, including production, buy out, change orders, permits, invoicing, warranty work, etc.
- Expertly manage multiple projects simultaneously
- Ensure assigned crews complete and enter job data into DASH
- Verify Estimator's scope of work
- Create and execute project work plans and revise as appropriate to meet changing needs and requirements
- Manage projects without extensive adjuster oversight through vigilant & proactive confirmation and documentation of project progress
- Communicate and negotiate with customer and adjusters
- Promptly alert internal and external stakeholders of additional services or activities, in advance of execution
- Maintain ongoing project cost and schedule controls
- Complete and process accurate documentation within required timelines
- Lead, direct, train, and coach a versatile workforce of full-time, part-time, temporary, subcontractors and cross-functional staff
- Visit job sites to verify progress and assist crews in resolving challenges
- Understand & follow safety precautions on job sites
- Minimize exposure and risk on projects

### Position Pre-Requisites:

- Authorization to work in U.S.
- Current, valid Driver's License
- Ability to pass background check
- Ability to pass a drug screen

### Work Environment / Physical Requirements

- Frequently required to walk, climb, balance, twist, reach, stoop, kneel, crouch, and crawl
- Frequently required to engage in repetitive hand, arm, and leg motions
- Regularly exposed to wet, humid, hot, or cold conditions, moderate noise in the work environment, and fumes or airborne particles
- Regularly required to twist, reach, work with hands overhead for extended periods, and lift and/or move 50 pounds
- Occasionally required to wear full and half face respirators, eye protection, gloves, Tyvek® and other PPE
- Occasionally required to perform tasks at elevated heights, work near moving mechanical parts,
- Occasionally required to perform a two-person lift of more than 100 pounds
- Occasionally exposed to sewage, fecal matter, mold, or risk of electrical shock