



Job Description

TITLE	PROJECT MANAGER
REPORTS TO	Chief Operating Officer
SUPERVISES	n/a
BASIC FUNCTION	The purpose of the Project Manager is to support associated activities relating to the compilation, and execution of MVD Communications' contracts within or under budget.
ESSENTIAL FUNCTIONS <i>Describe the duties that must be performed in the job. Focus on the function of the job rather than the means used to achieve that function. Focus on the required outcome of the job tasks, rather than on the tasks themselves.</i>	<ul style="list-style-type: none"> • Manage and track all assigned projects • Ensure projects are completed within the given time frame • Responsible for all documentation of project • Ensure that all aspects of the customer contract are adhered to during install, all training and all punch list items are complete prior to customer sign off • Responsible to get final customer sign off for order completion and sign off of leasing documentation if applicable • Responsible to review order once complete and to forward to Accounting for billing within 48 hours of completion • Responsible to track work in progress and report monthly on order status and cost status • Determines work procedures, prepares work schedules, and expedites workflow • Issues written and oral instructions • Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures • Studies and standardizes procedures to improve efficiency • Monitors project timeline and escalates any expected changes • Oversees creation and approval of changes to contract including change orders • Maintain 95% customer satisfaction for installs • Escalate technical issues to Field Service Supervisor • Coordinate customer and technician schedules to allow adequate resources to complete the project • Maintain professional conduct when dealing with customers at customer site, at MVD's location, or over the phone
PROBLEM SOLVING	<ul style="list-style-type: none"> • Ability to apply common sense understanding to carry out instructions furnished in written, oral, ,or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. • Ability to coordinate multiple resources in the most efficient manner to implement the project.
DECISION MAKING	<ul style="list-style-type: none"> • Ability to make on the job decisions in the best interest of the company.
PHYSICAL REQUIREMENTS / WORK ENVIRONMENT	<p>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.</p> <p>While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close</p>

