

Job Description – Fox Home Innovations

Job Title: Project Manager

Report To: Production Manager

Updated Date: 3/12/2024



Position Summary:

Primary Goal:

The Project Manager is the cornerstone of the FHI production team; with responsibilities to the customer, the production and sales/design departments, the employees they supervise, the reputation and the profitability of the company. The Project Manager will be teamed with a designer and will manage their own team of field staff. They are responsible for managing the day-to-day operations of their production team, as well as providing all information as needed to the General Manager or others on their team. The PM is the administrative presence in the field and will be directly responsible for all their field team's actions. Additionally, they will meet with clients on a weekly basis. It is expected that most of the PM's time will be in the field managing their team and clients, however that is also balanced with duties in the office. A PM should strive to bring a project in on time, on budget, with a happy client.

Qualifications:

- Residential construction experience required.
- Construction management experience preferred.
- Job requires ability to work with a variety tools and materials.
- Ability to work up to 50 hours per week and maintain a positive attitude.
- An extensive knowledge of all trades associated with residential construction.
- A demonstrated ability to operate general business software programs and time keeping applications.
- A firm understanding of the Building Code as it applies to residential construction.
- A demonstrated strong ability to read, understand and communicate through residential construction plan sets.
- Must have strong organization, communication skills.
- Willingness to learn and grow in a team-oriented environment.
- Mathematical skills and analytical skills necessary to do material take-offs and in-depth estimates.
- Neat appearance
- Driver's license and good driving record

Goals, Duties and Responsibilities:

Project Managers are directly responsible for the oversight of all projects in the pre-construction and construction phases, ensuring that projects are being completed in a profitable and timely manner. To that end, specific production responsibilities include:

Project Manager Primary Responsibilities:

Prepare for Projects:

- Prepare for assigned projects, by developing a complete understanding of each project through information passed along from the sales/design staff.
- Working with their designer, PM's will attend initial measure and any other required meetings before contract.
- PM's will also be expected to provide input about field conditions and aid designers with any construction related questions that may come up.
- Conducting a thorough review of the project information on *Buildertrend* □ Build a baseline schedule for the project and enter it into *Buildertrend*.
- *Construction Schedules should be built ASAP after handoff to allow for proper contract and draw information to be created. Ideally a schedule with key dates would be built 5 days before contract, or all pertinent information sent to sales.*
- PM's will attend any assigned contract signing and present a project schedule along with schedule a pre-construction meeting.
- After contract, the PM will work to continually update the client with any changes that may affect their project.
- Review project schedules, plans, and budgets with their field staff.
- Review with field staff, all safety and security issues related to the project.
- Schedule and run any needed meetings with suppliers or trade partners to ensure they are familiar with the project and the PM's expectations.
- Ensure materials are ordered and confirm that all selections are in before they are needed on the project.
- Contact relevant Sub-Contractors to schedule and inform them of pertinent job information.
- Ensure all proper permits have been applied for and are on-site prior to project start.

During Projects:

- Ensure consistent and continuous communication with the client
- Promote customer comfort, protection of their property and actions that signify concern and respect.
- Schedule all needed inspections or resources required on the project.
- Ideally the PM will be on site for all inspections, but this is not required.
- Meet weekly with clients on-site to discuss:
 - Project Updates
 - Change Orders
 - Draw Collection
- Track actual costs for each/all jobs and balance against estimated costs. Understand on a weekly basis the Cost-to-Complete each project in Production
- Send a weekly report to GM for review
- Assist field staff in creating executable solutions for unforeseen issues

- Work with the team designer or GM on a job(s) to identify and resolve problem related to scope, materials, cost, and timeline.
- Review project schedules on a weekly basis with the field staff.
- Visit project sites regularly outside of client meetings to ensure the highest level of quality possible on every project and maintain a consistent presence in the field.
- Through consistent quality control, manage the field staff and client expectations to achieve ZERO punch by the conclusion of the project
- After a project is completed, conduct a final walkthrough with the client to address any remaining issues/questions and collect final payment.
- Ensure BuilderTrend is up to date with all current information on the project.
- Attend and contribute to all Project Debriefing ensuring a continuous improvement of FHI and its project production process.

Sales/Marketing:

- Enable future FHI sales by exceling at your role as a Project Manager through constant and consistent communication with our clients. Promptly address any customer concerns and issues. Help FHI create happy customers by exceeding the customer's expectations whenever possible
- Being aware of the customer's home and notifying the Sales team of obvious upcoming projects and any discussions that occur with the customer regarding future needs
- Engage customers, neighbors, and others in a friendly and polite manner, allowing for referral opportunities to develop for FHI
- Be open to any referral discussions or opportunities that may arise. Inform the Sales team if any such discussions take place
- Participate in marketing or promotion events throughout the year

Estimating:

- As with all FHI employees, the PM can and will impact the health of FHI through their dedication to proper building practices and time management
- Working with design in the pre-contract portion of a project. PM's may be asked to aid in the estimation of labor hours or other aspects of their project to ensure that the proper amount of time is allocated to profitably complete the project.
- Support, and track progress of crews to ensure projects are carried out within their allotted budget costs and timelines
- The Project Manager will support Estimating by meeting with the field staff constantly to aid in the development of good building practices and time management.

Administrative:

General

- Plan, schedule, and execute weekly field staff meetings to ensure that crews have all the needed resources.

- Onsite or at the office
- Collect payments throughout project:
 - Change Orders
 - Draws
 - Final Payment at final walkthrough
- Assist with invoicing by clearly communicating draw schedule changes or adjustments to schedule.
- Review and approve field staff time weekly prior to payroll processing.
 - Monitor and regulate overtime to ensure it is not being abused.
 - Track all PM time on projects by clocking in on BuilderTrend under specific projects
 - Monitor all active project budgets to ensure that costs are aligning with budgets.
- Attend and participate in required weekly meetings
- Complete and submit weekly CTC reports to GM
- Schedule and run Monthly reviews with individual field staff. Follow up each meeting by filling out the Monthly review for and submitting it to HR for use with the employee's Annual review.
- Participate in the Hiring and Firing process of field personnel including, but not limited to:
 - Conducting interviews and selecting applicable candidates
 - Identify situations needing either praise or disciplinary action. Refer serious infractions or repetitive violations/problematic behavior to HR/GM for review/action
 - Report needs in the field to help keep the proper production staff levels for an efficient profitable field team.
 - Identifies and participates in the decision to promote or demote field staff.
- Review and Accept/Deny vacation requests based on staffing needs
 - Turn in PTO forms to HR
- Ensure compliance of all company rules, regulations, policies, and agreements
- Assist with and participate in the cleaning schedule for shop and help maintain the area for efficient operation.
- Monitor and ensure that all assigned company vehicles and trailers are maintained and in working condition. All major repairs or maintenance should be reported to GM.
- Make recommendations for training needs and topics.
- PMs are responsible to the safety and security of all assigned company cards and computers.

Technology:

BuilderTrend Project Management Software:

- Educate Clients on BuilderTrend, become expert in aspects of jobs in BuilderTrend
- Complete all necessary selections for Home Services Projects
- Assist clients in the set up of BuilderTrend Client Portals for all new sold projects

- Ensure appropriate files and documentation are added into the software to assist all departments in conveying and receiving the most accurate information.
- Ensure complete accuracy in all recordkeeping and update client information and contact information, as needed

Leadership:

- **The Project Manager will embrace, support, enable and promote the FHI Core Values and Core Focus**
- The PM will always maintain a positive attitude towards FHI, other team members, office staff, vendors/trades, and FHI customers
- Support and promote all FHI policies, procedures, and initiatives in a positive manner.
- Bring any negative issues to the attention of the GM immediately. Provide recommendations for resolutions of these issues
- Ensure all non-employee vendors and trades maintain the highest regard for FHI when on our jobsites or communicating with our staff and/or clients
- The PM will lead by example
- Consistently act with honor, dedication, and focus
- The PM will continually educate and improve both professionally and personally.
- Show an initiative to learn new skills, seek out the latest information and trends, grow creatively, and pursue continuous improvement
- Provide encouragement, recognition, constructive feedback and coaching to all team members
- Resolve all conflicts in a manner which benefits all parties involved
- FHI, whenever possible, will support all employees both professionally and personally through training, education, and a positive, healthy work environment

I agree with this description of the work I am to produce as a Project Manager of FHI and to the level at which I am to perform my duties. Additionally, I understand that Fox Home Innovations, LLC holds the right to modify and change this job description at anytime.

Signature _____ Date _____
(Project Manager)

Fox Home Innovations, LLC is an equal opportunity employer and does not discriminate on the basis of race, religion, color national origin, age, sex, gender, sexual orientation, disability, or any other characteristic protected by law.

Fox Home Innovations Core Values

Unequaled Client Experience: *Clear Communication & Expectations
*Personable & Empathetic, *Attention to Detail

Lasting Relationships: *Treat others the way that THEY want to be treated. (The Platinum Rule)
*Willing to learn and adapt *Loyal & Trustworthy

Work Ethic: *Skilled Craftsmanship at all levels *We do what we say we will do.
*Organized & Consistent *Don't screw the next guy

Tackling Adversity with Positivity: *Own it *Take definitive action
*"Calm seas don't make for good sailors"

We Grow and Have Fun Together: *Always learning
*We Are a Team *Excited about the future