



Emergency Services Project Manager

Position Description

Reports to: Emergency Services Division Manager

Division/Department: Emergency Services (ES)

Supervises: Crew Chiefs and Technicians

Status: Full Time, Exempt

OVERVIEW

This position is responsible for providing on-site and daily coordination for all phases of emergency services projects, including coordinating subcontractors, material and equipment, ensuring the specifications are being strictly followed, and work is proceeding on schedule and within budget. Project Manager shall be responsible for scheduling, inspections, customer service, productivity, quality control, and job site safety.

JOB DESCRIPTION

Responsibilities

- Responds to emergencies during and after normal business hours on an on-call rotation basis.
- Provides quality control on all emergency services jobs.
- Instituting best practices and following all IICRC guidelines.
- Manages all paperwork and reports for every assigned project.
- Monitors and tracks equipment.
- Performs monthly equipment inventories.
- Creates material and subcontractor work orders.
- Supervises and verifies all labor timesheets.
- Creates, monitors, and schedules all emergency services jobs in collaboration with the Emergency Services Division Manager.
- Contacts customers via phone and email to provide job status updates/crew arrival times
- Communicates with Emergency Services Project Coordinator and Emergency Services Division Manager on job progress and status reports by participating in weekly team meetings.
- Effectively supervises and motivates a team of Emergency Services Crew Chiefs/Technicians.
- Conducts yearly performance reviews with Crew Chiefs/Technicians.
- Performs other functionally related duties as assigned

Abilities

- Build, modify, train and hold accountable the policies and procedures of the company.
- Complete performance evaluations with each employee and providing them with performance objectives and supporting career growth and development.
- Conduct disciplinary action and plans when performance falls below standard.
- Predict problems before they develop.
- Produce work in a timely, budgeted, scheduled and profitable manner.
- Communicate and administer duties with exceptional organization.

- Ability to organize and manage multiple tasks and projects.
- Ability to generate information within a reasonable time frame with accuracy and efficiency.
- Ability to be a leader with staff to provide motivation, communicating and implementing the company core values.
- Handle crisis management as situations occur.
- Assist in problem solving and in making this a more effective organization.
- Work on call and in all emergency situations as needed.
- General mathematical and data entry skills.
- Strong verbal and written communication skills, including reading and writing in the English language.
- Generate information within a reasonable timeframe with accuracy and efficiency.
- Delegate and organize tasks and duties in a timely and professional manner.
- Manage details of multiple projects in an efficient and organized method.
- Manage professional and timely contact with clients, employees and vendors.
- Apply safety procedures and principles on a daily basis and protect yourself and others from injury.

Knowledge

- IICRC guidelines.
- MS Word, Excel, and Industry software: Xactimate, PSA, and other similar programs.
- Supervising and managing employees.
- MSDS rules and regulations and employees Right to Know.
- Budgeting and maintaining cost controls.
- Cooperate and respect for others. Working in a close office environment and working with others to respect ideas and opinions.
- Developing and presenting creative solutions.
- Laws, rules and regulations that govern the areas of your job, the restoration industry including, but not limited to, your scope of work.
- Industry knowledge and the ability to seek knowledge if new to the industry.
- The Company ethics, image, core values, and goals and how they shall be reflected in the day to day job duties of you and your staff.
- All policies and procedures of the Company, ability to apply and understand.
- OSHA safety regulations of the industry and provide an active role in monitoring the safety of yourself and other team members.
- Training and developing the skills of team members.
- Timekeeping, scheduling and general pay procedures for employees.

Education and Experience

- Minimum High School Diploma
- 5 years fire and water restoration and mold remediation experience

