



Project Manager

Job summary:

The Project Manager oversees projects from the time of sale through project execution in line with Shumaker's standards so that all clients enjoy exceptional service reflecting Shumaker's mission. In some cases, the Project Manager acts as the Account Manager for a job and is responsible for the sales process as well.

Duties and Responsibilities:

Create, revise and execute project work plans. Ensure all of the following are done in a timely manner based on the plans' timelines:

- Develop a comprehensive event plan for each confirmed job. If not the Account Manager ("AM"), collaborate with the sales team to fully understand all required elements.
- Develop schematics and work plans by identifying resources needed (equipment and personnel) and determining whether any of those resources will come from outside of the Company or will be built in-house.
- Ensure PPOs, RPOs and SPOs have been created for all third party equipment and services. Confirm that they have been sent to vendors and that they are fulfilled coordinating and communicating with the warehouse throughout the process. If not the job's AM, ensure sales is coordinating these items and services.
- Relay requirements for items to be constructed by Technicians to the Lead Technician (or the Operations Manager if the Lead Technician role is unfilled) who will then assign the construction to Technicians, and follow up periodically to ensure the build is being done to specification.
- Communicate personnel needs and changes to the Administrative Assistant and Bookkeeper..
- Prepare pull sheets for the warehouse and ensure changes are communicated as well.
- Manage day-to-day operational aspects of a project ensuring jobs are moving along appropriately according to the timeline set, and that quality services are delivered efficiently, timely, cost effectively and safely.
- Resolve and/or escalate issues.
- If not the Project Lead on-site, communicate on-site plans to the Project Lead. If the Project Lead, communicate plans to the on-site team. In either case, maintain a focus on safety and service excellence.
- Review deliverables, e.g. seating charts, prepared by the team before passing them to the client.
- If not the Project Lead on-site, follow up as needed with the Project Lead during the load in, show call and strike, and follow up after the strike to ensure all went smoothly. If not the AM, relay the results to the sales team.
- If not the AM, notify sales of any quote changes to be made (either prior to the event or as a result of client approved changes during the event) working with sales to ensure the quote is properly adjusted. Otherwise, ensure quote changes are made prior to invoicing.
- Ensure project documents are complete and signed as required, current, and stored appropriately.

Support sales in the quoting process:

- Review complex quotes and provide information requested by sales prior to quotes being sent to clients.
- Assist in preparing some quotes (e.g., calling out equipment based on the concept).
- Complete project scoping and level of effort assessments during the quoting process.
- Identify business development and “add-on” sales opportunities as they relate to a specific project.

When the Account Manager, adhere to the quoting process:

- When confirming a quote, ensure the requisite sign-offs and deposits are received prior to confirmation.
- Prepare quotes in a way that meets both clients’ and Shumaker’s needs.
- Send quotes within the time frame determined by Company policy.
- Prepare pro-forma profit and loss statements during the quoting process to ensure continued profitability. Obtain the President’s sign-off if expected margins are below target.
- Source and obtain quotes for any items or services purchased or rented from outside vendors for a job. Prepare PPOs, RPOs and SPOs as possible during this process.
- Cancel jobs in Flex in a timely manner.
- Ensure payment is received in advance of an event as per Company policy.
- Make certain that items or services provided by Shumaker but not on the original quote are billed to the client.
- Mark jobs in Flex as ready to invoice in a timely manner.

When serving as the Account Manager, set and manage client expectations:

- Manage day-to-day client interactions with timely responses and complete follow through.
- Work with clients and staff to finalize event design plans and logistics and to make changes as necessary.
- Apprise clients of significant issues as they arise.
- Continually seek opportunities to increase customer satisfaction and deepen client relationships. Demonstrate the value Shumaker adds to an event and sell Shumaker as a partner and the premier mid-Atlantic event production company by providing clients with information, advice, new ideas and other suggestions.
- Facilitate needed meetings between the Shumaker team and the client.
- Follow-up with clients after events to ensure satisfaction.

Provide project accounting information and support the Company’s financial goals:

- Track and report team hours and expenses on Crew Call on a weekly basis.
- Maintain an awareness of job profitability in creating work plans and minimize exposure and risk on projects.
- Understand job pro-forma financials and pricing on quotes and manage jobs profitably.

Communication and customer service:

- Participate in regular status meetings with the project team.
- Participate in engagement and quality assurance reviews.
- Effectively communicate relevant project information to team members and the warehouse team.
- Communicate difficult/sensitive information tactfully.
- Manage any day-to-day client interactions and expectations.
- Develop lasting relationships with client personnel that foster client ties.
- Communicate effectively with clients to identify needs and evaluate alternative business solutions.
- Continually seek opportunities to increase customer satisfaction and deepen client relationships.
- Build a knowledge base of each client's business, organization and objectives.

Assist in training Associate Project Managers:

- Work with the Operations Manager to delegate activities to Associate Project Managers allowing them to learn all aspects of project management.
- Provide adequate instruction and follow-up to ensure the activities are performed as requested.

Other:

- Work on site on jobs run by other Project Managers as assigned.
- Identify opportunities for improvement/lessons learned and make constructive suggestions for change.
- Possess a thorough understanding of Shumaker's capabilities including a working knowledge of all equipment.
- Maintain awareness of new and emerging technologies and the potential application on client engagements.
- Follow Company procedures and enforce Company standards so that all clients enjoy exceptional service and Shumaker's standard of excellence is upheld.

Education and Experience:

- 5+ years of event production/management experience.
- Experience working in an event technology field (lighting, audio, video, rigging, etc.).
- Strong familiarity with technical equipment, application, and troubleshooting process.
- Experience generating and understanding CAD drawings.
- Sound administration skills; well-developed people skills.

Personal Characteristics:

- Exceptional communication skills (both oral and written) to all levels of the Company as well as to clients and vendors.
- Well-developed interpersonal skills; gets along with diverse personalities; tactful and mature.
- Strong time management skills.
- Able to self-prioritize workload and self-motivated.
- Has a can-do attitude and understands the need to provide quality work in a timely manner.
- Flexible, team oriented personality.
- Strong analytical, numerical and reasoning abilities.

This is a 40 plus hour per week non-exempt position.

Reports to Operations Manager:

Qualification Standards

Education/ Training:	High School education or GED preferred, but not required.
Experience:	5+ years of event production/management experience preferred.
Knowledge/Skills:	Computer skills: word processing, email and spreadsheet. Ability to read financial reports. Knowledge of equipment used.
Attendance:	Regular, predictable attendance.
Other:	Demonstrated ability to manage all levels of projects. Maintain accurate records. Ability to work closely with others. Must be 18 years of age or older.

Position Requirements

Essential Functions / Tasks:	Requirements:
Physical:	
Vision	Ability to read and to distinguish color for quality control.
Hearing	Hearing required to hear machinery & staff.
Sense of Smell	Not Applicable.
Gripping	Pick up tools and equipment and other products.
Lifting	Up to 65 pounds frequently.
Stooping	Stoop and maneuver to pick up equipment on site and off trucks.
Squatting	Squat and maneuver to pick up equipment on site and off trucks.
Push/Pull	Carts/racks weighing up to 500 pounds unassisted.
Kneeling	Occasional kneeling.
Climbing	Comfortable working at heights, often on 12 ft ladders.
Bending	Frequent bending.
Reaching	Reach overhead, front, side and back.
Equipment Operation	Ability to safely operate department equipment.
Carry Objects	Ability to carry objects weighing up to 65 pounds.
Sitting	Ability to sit for prolonged periods of time working in front of a computer.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Prolonged standing.
Work environment	Ability to work in all weather conditions..
Climate	When in the office, the ability to work in a climate controlled environment or when on site the ability to work in all weather conditions.
Mental & Psychological Demands:	
Comprehension	Understands and retains directions.
Reading/Writing	Excellent reading/writing skills.
Speaking	Communicate effectively with all levels of people - inside and outside the Company.
Decision Making	Use advanced problem-solving techniques.
Attention to Task/Detail:	
Critical Thinking Skills	Ability to organize tasks and set priorities.
Multi-Tasking	Perform and/or direct multiple tasks simultaneously.
Interaction with Others:	
Customer Service	Ability to deliver superior service to both staff and clients reflecting Shumaker's mission.
Co-workers	Work cooperatively with co-workers.