

## Position Profile

Title:	<b>Bilingual Project Manager - SERVICE</b>
Department:	Operations
Reports To:	Service & Maintenance Manager

### SETTING

Pattison Sign Group is a highly successful, North American company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with three manufacturing facilities, six sales offices across North America and over 800 employees.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. It is ISO certified to ensure Total Quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver and comprised of over 575 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export and financial industries. With sales of over \$9.6 billion in 2016 and more than 42,000 employees, the Jim Pattison Group is the third largest private company in Canada.

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### OVERVIEW

The **Bilingual Project Manager – Service (PM-S)** is a national role and part of the Operations business function, reporting to the Service & Maintenance Manager.

**PM-S** is a role focused on overall project execution by maximizing relationships internally and externally through thoughtful business planning, in-depth brand/product knowledge, relationship leadership, negotiation & superior customer serve.

The **PM-S** serves as the principle figure of contact between sales, operations and external partners. From a post installation perspective, they work closely with the Key Account Managers (KAM) and Sales Executives on enhancing the customer experience. The role is most critical post installation when planning, initiating and overseeing the execution of service orders by effectively communicating, making decisions and managing the relationships of multiple internal teams, contractors and customers.

The **PM-S** is ultimately responsible for the post installation job ensuring tasks/activities are executed on time and within allotted budget.

In addition, the **PM-S** will liaise with cross functional internal teams (i.e. Finance, Operations, and Sales) and Managers to improve the customer experience. This includes refining communications, reviewing and recommending process changes and improving efficiencies.

### **QUALIFICATIONS and COMPETENCIES**

Under this redefined position, the **PM-S** will serve an internal strategic partner by becoming the lead point of contact for various assigned high level customers /or custom projects.

From an educational and knowledge perspective, a Certified Project Management Professional (PMP) is an asset and 2-5 years' experience managing projects is critical.

**Strategically**, the **PM-S** may be involved in early discussions as it relates to the client on boarding process to ensure a clear understanding of desired outcomes/goals and to provide guidance on any potential issues or challenges as it relates to timelines, communications etc.

The **PM-S** will also determine (in partnership with leadership) what resources, processes, tasks will be necessary to complete the project from a service perspective in the desired timeline.

Ultimately, this means the **PM-S** is responsible for the planning/creating schedules that occurs before a project gets started/handed off (especially from a large custom or program perspective).

This involves identifying and breaking down the main parts of a process in order to organize the project into stages, communication points, risk assessments, resources etc.

The **PM-S** is responsible for the project ensuring internal communications are clear/timely with the ultimate goal of delivering on time/budget. For this reason, the PM is a leadership role, which may involve tasking others with completion of specific parts or stages of a plan, task or process. This means the PM is responsible for identifying/communicating issues, recommending possible solutions, resolving project issues and is the first point of contact for escalation (in relations to the Service Coordinator).

**Tactically**, the **PM-S** must be capable of performing calculations as it relates to budget, creating & managing project plans (where necessary), risk assessments and the ability to maintain a clear and accurate picture of all simultaneous and overlapping parts of the process/project/program. This involves understanding how the Service module in PSG ERP System, Epicor 10 manages projects/tasks etc. and performing the transactions.

Skills include leadership, communications, negotiation, organization, financial management, problem solving & decision making, relationship management, change and risk management. The following skillsets and competencies are listed below:

**Customer Service:** Committed to provide an enhance customer experience. This means having positive and engaging attitude, a sense of professionalism, patience and commitment to service.

**Leadership:** Ability to motivate team members, set achievable objectives, maintain a positive attitude, make recommendations and provide thoughtful feedback. Also, working efficiently with internal stakeholders to ensure project milestones are achieved.

**Product/service Awareness:** PSG's brands & value proposition should be the guiding principle when investigating and generating opportunities within existing accounts.

**Learning & Knowledge Management:** Ability to keep well-informed of changes within the customer portfolio by forming a strong relationship with Key Account Managers and/Sales Executives.

**Continuous Improvement:** Aptitude to identify/communicate potential roadblocks/challenges from a system, service or process perspective and offer solutions/recommendations to improve.

**Negotiation:** Ability to undertake continual adjustments with stakeholders by actively listening, influencing and establishing trust while keeping project/order timelines on course. This includes internal and external stakeholders.

**Problem Solving & Decision Making:** Ability to analyze and define a problem, evaluate alternatives, propose a solution and how and when to execute.

**Relationship Management:** To advance the work of the organization by interacting with internal/external stakeholders by developing professional and productive relationships. Ability to consult, provide feedback, facilitate discussions, resolve conflict and develop strong relationships with key stakeholders. The ability to create strong customer relationships by treating them as partners and supporting the growth of their business with PSG products, service and value proposition.

**Communication:** Ability to produce clear status reports (writing and verbal), communicate professionally and ability to adapt communication depending on the audience receiving the message. This includes internal and external stakeholders. Meeting set up, facilitation, minute taking and publication of timely documentation.

**Technical Proficiencies:** Strong competencies in Microsoft applications (Word, Excel, Power point, Outlook and Skype), web based systems and Epicor (E10) from a Service module perspective. Experience transacting in alternative ERP systems will also be considered.

**Ability to adapt to change:** Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Adapting approaches of resilience to manage these changes is necessary in this position.

**Key Responsibilities:**

**Existing Customers, Daily Business Activities:**

Serving as the link of communication between Key Account Managers/Sales Executives and internal teams. Main point of contact of service portfolio for major/high level clients such as Toyota or Honda (on going communication and follow up).

Responsible for all aspects service call managing, recording/asking thoughtful questions, submittal via Epicor 10, creating purchase orders, and follow up through manufacturing and installation.

- Leadership in facilitating discussions externally with subcontractors, consultants etc. to ensure timely execution.
- Understanding cost control by ensuring projects/calls stay within allotted budget. Resolved billing disputes to maximize cash flow.
- Understand the project lifecycle, external/internal critical stakeholders and how to execute project requirements with a professional maturity.
- Facilitation of internal meetings and minute taking may be required.
- Reporting: ability to clearly/consistently report (i.e. system) on project progress to immediate manager.

**KEY RELATIONSHIPS**

**INTERNAL**

- Key Account Managers & Sales Executives
- Finance, Subcontracting, Estimating, Production
- Plant managers and critical stakeholders in those facilities.

**EXTERNAL**

- Installers, subcontractors
- Suppliers, strategic partners.