

Position Profile

Title:	Project Assistant
Department:	Project Management, Operations
Reports To:	Manager, Booked & Approved

SETTING

Pattison Sign Group Inc. 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 700 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 541 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 \$10.6 billion in 2018 and more than 46,000 employees, the Jim Pattison Group is the third largest private company in Canada.

OVERVIEW

The **Project Assistant** is a national role and part of the Customer Experience, Operations business function, reporting to the Team Lead or Project Manager. This role focuses on administration (transactional), data entry and technical proficiencies. Displays a positive mindset for growth and enhancing the customer experience.

The Project Assistant (PA) serves as the principle figure of contact for the Project Manager/Coordinator to carry out assigned administrative duties related to a project.

The role is most critical post sales (after booked & approved stage) when tracking and execution of project administrative responsibilities are transacted via Epicor 10 and web based systems. Of equal importance are the principles of consistent/clear communications, attention to detail and timely completion of assigned tasks.

The PA's goal is to help enable the Project Manager/Project Coordinator to focus on broader issues and any problems that may arise by managing the day to day minutiae of a project.

QUALIFICATIONS and COMPETENCIES

Under this redefined position, the Project Administrator will serve an internal tactical partner by managing contact information, maintaining documentation both inside and outside of Epicor 10, ensuring team members and departments have what they need to meet the deadlines and milestones set by the Project Manager/Team Lead.

Tactically, in order for the PA to be effective, they must be capable of performing transactions in Epicor 10 (project management module) to track tasks and project milestones. Administrative tasks such as collecting, sorting, filing, logistics and keeping accurate records of information related to a project (s) is critical.

Skills include communications, organization, and a growth mindset, problem solving relationship management, and adapting to change. The following skillsets and competencies are listed below:

Learning & Knowledge Management: Ability to keep well-informed of changes within the customer portfolio/systems by forming a strong relationship with the Project Manager/Project Coordinator.

Ability to adapt to change: Ability to recognize change is constant as it relates to daily business activities, resources, customer requirements and communication methods. Aptitude to listen and adapt shared methods of resilience may be required.

Effective Listening: Fully concentrate, understand and ask thoughtful questions to ensure task instructions are consistently completed with minimal errors and timely.

Organization: Attention to detail, ability to multi task, focus on deep work without being distracted, analytic skills, time management and collaboration.

Problem Solving: Experienced PA's will develop the ability to analyze and define a problem, evaluate alternatives, propose a solution to critical stakeholders

Relationship Management: To advance the work of the organization by interacting with internal/external stakeholders in developing professional and productive relationships.

Communication: Ability to produce clear status reports (writing and verbal), communicate professionally and ability to adapt communication depending on the audience receiving the message.

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

Key Responsibilities:

- Epicor 10: Responsible for uploading documents and updating specific project milestones when required.
- Initiate discussions with internal teams (art, estimating production) to ensure project objectives are met.
- Utilizes system/information tools (i.e. E-Pattison 1.0) to update and maintain customer data.
- Performs general administrative support duties (filing, scanning, mail support, copying, order and PO support etc.).

From an educational and knowledge perspective, a diploma in business or project management could be considered an asset. 2-5 years' experience in administration or project administration is critical. Overtime may be required.

KEY RELATIONSHIPS

INTERNAL

- Project Manager (s), Project Assistants, Coordinators
- Manager, Project Management
- Design, Subcontracting, Estimating, Production

EXTERNAL

- Approved Installers, subcontractors
- Suppliers, strategic partners.