



JOB OPPORTUNITY

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 and over 650 employees across North America.

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 565 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 \$12.7 billion in 2020 and more than 51,000 employees, the Jim Pattison Group is the second largest private company in Canada.

DEX is hiring for the role of **Project Manager** (Montreal or Edmundston). This is a national role and part of the Customer Experience, Operations business function, reporting to the Manager of Clients Services, to be based at our Montreal or Edmundston office location.

OVERVIEW

As the **Project Manager** you will be responsible for end to end management of each customer project, from initial design through to close out, while accounting for all branding standards and account policies. Key to the role is a strong understanding of your customer and an ability to strategically align their needs with DEX's. You will be the principal figure of contact between DEX and critical customer stakeholders. Internally, you foster a close relationship with the Sales Executive(s). You will work with and guide the support team to propose solutions, define project objectives, scope, plan, schedule and budget. You will provide a high level of service on daily business activities, and

effectively manage professional relationships by working with the NSE to develop new growth opportunities within assigned accounts.

KEY RESPONSIBILITIES

- Build a high level of trust with assigned Account Sales Executive(s) and act as a primary link between Operations and Sales Executives.
- Prepare budget based on scope of work and resource requirements.
- Manage pre-sale projects by using knowledge of digital signage standards & technologies, reviewing network architectures, digital display deployment strategies and proposing design solutions.
- Read and interpret architectural drawings and site surveys in relation to meeting customer-experience standards and provide technological and deployment recommendations as needed.
- Work in line with the project's objectives, collaborating with customer and internal team resources (preparation, configuration, shipping, logistics, installation, and connectivity features).
- Lead discussions with subcontractors, installers, technicians, other external resources etc.
- Possessing some experience in the conception and deployment of digital display projects and digital experiences an asset
- Demonstrate an ability to accurately manage the budgetary plans of specific digital signage deployment projects
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner.
- Ensure customer onboarding process is smooth and seamless to customer.
- Develop and manage a detailed project schedule and work plan.
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables.
- Consult, facilitate discussions, resolve conflict and develop strong relationships
- Collaborate with internal and external partners to identify and mitigate risks associated with project lifecycle, budget etc., by executing risk mitigation strategies.
- Provide consistent project updates to various stakeholders (internal and external) about strategy, adjustments, and progress and prepare clear status reports.
- Facilitate meetings, track and assign action items, monitor the progress and track milestones on the project execution.
- Track project costs in order to meet budget and ensure timely and accurate billing of completed projects.
- Use industry best practices, techniques, and standards throughout entire project execution

Requisites

- Education and experience in construction management, project management or engineering an asset
- Knowledge of digital signage, digital media, experiential and/or digital marketing would be considered an asset
- 3-5 years of project management and related experience at a senior level
- Project Management Professional (PMP) certification preferred
- Demonstrated skills in facilitation, teamwork and leadership
- Demonstrated ability to manage various stakeholders
- Excellence in fostering relationships and influencing teams
- Proven ability to solve problems creatively
- Strong familiarity with project management software tools, methodologies, and best practices
- Strong interpersonal skills and extremely resourceful
- Proficient in professional communication across DEX platforms & tools
- Proven ability to complete projects according to outlined scope, budget, and timeline
- Knowledge of Microsoft Office suite & Epicor10

KEY COMPETENCIES

Relationship-focused

Leadership

Excellent Communication

Strong Interpersonal Skills

Salesmanship

Active Listening

Understanding of customer needs & ability to integrate within DEX resources

Project Management

Organization

Attention to Detail

Strong understanding of DEX process

Technical Proficiencies

Risk Management

Budget Management

Quality Management

Negotiation
Reporting

Self-Management

Adaptability
Resilience & Patience
Accountability
Decision Making & Ownership
Problem-Solving & Quick Thinking
Time Management
Critical Thinking

To apply, please send your resume to hr@pattison.com before October 4, 2021