



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 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.

We are currently seeking to hire a **Project Manager** to be based at our Ottawa office.

OVERVIEW

This is a national role and part of the Customer Experience, Operations business function, reporting to the Manager, Project Management.

As the **Project Manager** you will be responsible for end to end management of each customer project, from initial client contact 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 PSG's. You will be the principal figure of contact between PSG 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 Sales Executives to develop new growth opportunities within assigned accounts.

KEY RESPONSIBILITIES:

- Build a high level of trust with assigned Sales Executive(s) and act as a primary link between Clients, Operations and Sales Executives.

- Manage pre-sale projects by knowing brand standards, reviewing architectural drawings and proposing design solutions.
- Read and interpret architectural drawings and site surveys in relation to meeting customer brand standards and provide brand recommendations as needed.
- Prepare budget based on scope of work and resource requirements.
- Determine and define project objectives, collaborating with customer and internal team resources (Permit, Art, Estimating, Technical Design).
- 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.
- Lead discussions with subcontractors, design firm consultants and other external resources etc.
- 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.
- Measure project performance to identify areas for improvement

QUALIFICATIONS and COMPETENCIES

- Bilingualism (French and English written and oral)
- Education and experience in project management and customer service
- 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
- Demonstrated ability to multitask in a fast-paced environment
- 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 PSG platforms & tools
- Proven ability to complete projects according to outlined scope, budget, and timeline
- Knowledge of Microsoft Office suite & Epicor10

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