



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 seven (7) manufacturing facilities, five (5) sales offices and over 750 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 590 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 \$14 billion in 2021 and more than 49,000 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 Surrey office.

OVERVIEW

The Project Manager reports to the Director of Operations and is based in Surrey, British Columbia. The Project Manager is responsible for all aspects of the various project portfolio and works closely with sales and operations to achieve common goals of continuous improvement and superior customer service. Project Management's function is to act as the central hub through which all projects flow.

All projects within a portfolio are monitored and controlled by the Project Manager to ensure customer expectations are met or exceeded, timelines are adhered to and projects stay on budget while ensuring policy guidelines and maintaining corporate values and standards. The Project Manager will also be responsible for ensuring strong working relationships with other internal and external stakeholders.

The goal for PSG is a North American Project Management Team fully functioning as one, delivering best-in-industry products, services, and customer experience with every project. We are looking for a strong, mature, and confident individual, with a high degree of personal motivation and energy. The role requires excellent communication skills, negotiation and

relationship-building skills. The ideal candidate would demonstrate an independent personality, with quick decision-making ability and a positive attitude.

KEY RESPONSIBILITIES:

- Ensures organizational objectives relating to customer service are achieved, including reduced lead times, on-time delivery, and effective customer communications (KPI's).
- Analyses the current processes and workflow structure with the goal of developing synchronized, standardized workflows through all processes.
- Creates, document and implements process guidelines based on project management best practices to ensure clarity of scope and requirements for each project.
- Ensures field partners are graded and audited per guidelines and provide feedback to those partners to maintain and strengthen working relationships.
- Manages workload requirements and resources in order to maintain expected level of service to both internal and external stakeholders.
- Provide feedback to Management on status of organizational customer service objectives.
- Provide regular Project updates on timeline, risks, change requests and customer issues.

QUALIFICATIONS and COMPETENCIES

- BA in business or a related field. PMP or other advanced management training.
- Strong customer service orientation. Previous experience interacting with customers required.
- Exceptional communication and interpersonal skills. Must be able to communicate effectively with customers as well as internal teams such as Sales, Operations, and Finance; management peers; and direct reports.
- Demonstrated understanding of information systems technology and business/manufacturing applications. Proficiency in Microsoft Suite (Word, Excel, PowerPoint, and Projects) is required.
- Demonstrated success in a fast-paced organization with multiple, rapidly changing priorities.
- Strong financial management skills and understanding.
- Experience developing innovative business solutions and creating new opportunities.
- Enthusiasm and interest in the sign industry.
- Excellent written and oral communication skills, and experience managing complex communication frameworks with both internal and external stakeholders.
- Solid problem-solving skills and the ability to adapt to new and changing circumstances.
- Ability and willingness to manage strategic and operational activities requiring a high level of detail.

- Ability to work with different departments to drive towards a common goal.
- Ability to develop and implement both short term and long-term plans.
- Ability to meet and exceed KPIs measuring effectiveness of all procedural protocols.
- Ability to develop and modify existing protocols to improve performance and ensure compliance.
- Able to thrive in a high paced environment with tight timelines and complex resource management.

Key competencies essential for the role include:

- Relationship management
- Strategic leadership
- Customer insight & knowledge management
- Negotiation Skills
- Problem solving & decision-making skills
- Communication skills
- Business & financial acumen

KEY PERFORMANCE MEASUREMENTS

- Superior customer service
- Backlog management & KPI's
- Meeting & improving execution timelines
- Meeting & improving selling margins
- Minimizing Non-Conformities