

JOB DESCRIPTION

TITLE: PROJECT OPERATIONS LEAD

REPORTS TO: DIRECTOR OF PROSERVICES

PRIMARY FUNCTION:

The Project Operations Lead will be introduced to projects during the discovery and quoting phases as necessary and upon receipt of the purchase order being applied will receive the hand off of the project and carry to successful completion.

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| 75 % of time | The Project Operations Lead will work with the Director of ProServices from the quoting process of a project to confirm hardware and methods for the proposed project, will receive the hand off project to kick it off and ensure all materials are ordered, phases are scheduled, will be in constant contact with PDi team during all projects and will prioritize communication. They will coordinate with supply chain and installation technicians to ensure necessary materials are ordered in a timely manner and that as projects or phases are closed out, sign offs from authorized representatives of the facility are obtained before the project is closed out and invoiced. |
| 15% of time | The Project Operations Lead will become familiar with all hardware and software necessary to complete jobs and will become certified in products where required by hardware manufacturers. |
| 10% of time | Work with team toward continuous improvement of the Installation and Project areas particularly in areas of coordination and communication. |

RESPONSIBILITIES INCLUDE

- Coordinating between and within departments to ensure product delivery
- Communicating with team and externally to ensure all have the most current information
- Supporting documentation for projects within Teams
- Reporting information from the field which may impact current or future design products

KNOWLEDGE AND EXPERIENCE

- Minimum 3 years' managing technical projects requiring coordination with multiple parties
- Proficient in MS Office, with focus on Teams
- Excellent communication skills within team and with external contacts
- Proven history of supporting technical team in the field and meeting deadlines
- Ability to identify and address weak points in process and make improvements
- History of resourcefulness and ability to vet options and make good decisions quickly
- Ability to liaise with Engineering and Sales
- Proven history of compromise and openness to ideas new and outside of the box

MANAGEMENT RESPONSIBILITIES:

Responsibility for Field Service Technicians Low Voltage