



Facilities Project Manager Key Results Area (KRA)

Project One Overview

Project One is a nationally recognized facilities maintenance company founded by a diverse group of industry professionals. We prioritize relationships and are committed to delivering exceptional service. As a trusted provider for major retailers, restaurants, and various concepts across the country, our foremost emphasis lies in customer satisfaction and the quality of our work. Project One specializes in handling emergencies, on-demand repairs, renovations, construction, and ongoing maintenance projects.

Role Overview

This role will be reporting to the Director of Facilities.

The Project Manager is responsible for overseeing the successful execution of repair and renovation projects, ensuring exceptional client relationship management, efficient project lifecycle management, financial oversight, and precise proposal and contract management. The primary goal of the Project Manager will be to maintain high levels of client satisfaction and retention while driving project profitability and operational excellence.

1. Client Relationship Management

What does winning look like: Successful maintenance of trust and rapport with clients ensures high satisfaction and retention.

What does it take:

- Regularly communicate updates on project status to clients via multiple different platforms and channels on a weekly, monthly, and quarterly basis.
- Actively seek client feedback and address any concerns promptly.
- Conduct market visits to understand client needs and strengthen relationships.

2. Project Lifecycle Management

What does winning look like: Efficient management of repair and renovation projects from inception to completion, within budget and on schedule.

What does it take:

- Develop and manage detailed schedules for each project.
- Oversee compliance with quality control standards throughout the project lifecycle.
- Ensure timely coordination between subcontractors and technicians.

3. Financial Oversight

What does winning look like: Accuracy in tracking project costs and reconciling job expenses leads to profitable outcomes.

What does it take:

- Maintain detailed records of all project expenditures and revenue.
- Collaborate closely with Accounting for timely invoicing and payment follow-ups.
- Regularly review budget vs. actual expenses and adjust forecasts as needed.



4. **Proposal and Contract Management**

What does winning look like: High-quality proposals and contracts are executed flawlessly, leading to successful project starts and client satisfaction and trust.

What does it take:

- Prepare clear and comprehensive project scopes and quotes based on client input.
- Ensure all contractual obligations and documentation are completed before the project begins.
- Review and adjust contract terms as needed to align with client expectations.

Equal Employment Opportunity

Project One is proud to be an Equal Employment Opportunity and Affirmative Action Employer.

We provide equal employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other protected classification. We strongly encourage all qualified individuals to apply.

If you require a reasonable accommodation during the application or hiring process due to a disability, please contact our Human Resources department at recruiting@myproject1.com.