



Project Manager

As a representative of the Classic City management team, the Project Manager supports Classic City's mission, vision, strategic plan, goals and executive decisions.

The Project Manager is responsible to plan, direct and oversee the operations and fiscal health of Classic City. The Project Manager is also responsible for planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the company.

Duties and Responsibilities:

The Project Manager will have extensive knowledge and understanding of property logistics, FF&E extraction, FF&E installation, FF&E assembly and subordinate training, coordination and management. The Project Manager is expected to harness a working environment which encourages team work, energy and creativity. To achieve this, the Project Manager should have strong leadership and excellent problem-solving skills along with good communication skills.

- Consciously create a workplace culture that is consistent with Classic City's identified mission, vision, guiding principles and values
- Provide the highest level of customer service to Classic City clientele
- Utilize solid knowledge of extraction and installation processes, protocols and procedures with a focus on time management, personnel management and personnel policy
- Develop and maintain employee-oriented company culture that emphasizes quality, continuous improvement, key employee retention and development, and high performance
- Work with Human Resources staff to recruit, interview, select, hire, and employ employees
- Provide oversight and direction to employees in accordance with Classic City's policies and procedures
- Coach, mentor, and develop staff, including overseeing new employee on-boarding
- Delegate responsibility among staff members and expect accountability and regular feedback
- Foster a spirit of teamwork and unity among staff members that allows for expeditious conflict resolution and the appreciation of diversity as well as cohesiveness and supportiveness
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment

- Provide effective performance feedback through employee recognition, rewards, and disciplinary action, with the assistance of Human Resources, when necessary
- Maintain employee work schedules including hours, assignments, job rotation, training and overtime scheduling
- Maintain transparent communication - appropriately communicate organization information through department forms, meetings, one-on-one meetings and email daily
- Adhere to the relevant controls and feedback systems to monitor operations (Daily Field Report, Site Checklists, Time Sheets, Unit Completion Checklist, Customer Service Satisfaction Survey)
- Manage the preparation and maintenance of reports, providing periodic reports for management, as necessary or requested, to track strategic goals
- Plan and allocate resources to effectively staff and accomplish operational goals
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures
- Communicate regularly with other managers, Senior Project Managers, Vice President of Operations, Chief Executive Officer, and other designated contacts within the organization
- Perform other duties and responsibilities, as assigned

Knowledge and Skills:

- Solid organizational and customer service skills to effectively manage client relationships
- Demonstrate skills in employee supervision and HR administration
- Interpersonal skills to effectively motivate others - ability to lead change and innovation
- Solid knowledge of tablets and common computer application programs such as Numbers, Pages, & Keynote
- Solid interpersonal communication skills to include verbal and written, active listening, critical thinking, persuasiveness, advising and counseling skills
- Solid skills to quickly evaluate complex issues and identify resolution