

Job Description

Title: Installation Services Manager	ID:
Department: Installation	Location: Indianapolis
Division: Signworks, Indianapolis	Reporting to: General Manager
FLSA Classification: Exempt	Employment Type: Full Time
Created Date: 10/09/18	Version: 1.0

Position Summary

The installation services manager is responsible for the successful organization, scheduling, and completion of projects. This position handles multiple projects with changing priorities and is responsible for managing all project implementation logistics.

Essential Duties and Responsibilities

- Maintains close coordination with production manager to ensure timely execution.
- Manage and coordinate project due dates, construction project schedule, and project tracking
- Reviews work orders and prepares installation package.
- Organize and maintain correspondence, drawings, and photographs.
- Communicate with Client's construction team or owner's representative.
- Inform project management team and operations about project status and issues that may impact clients, fabrication, or suppliers.
- Make calls to clients to confirm dates and locations for installations, review construction documents and information need to complete work orders.
- Handle incoming and outgoing deliveries and shipments.
- Manage receiving to ensure proper supplies arrived.
- Assist with challenges in the field during installation per Project Manager's direction.
- Receives and processes request for information and field questions.
- Notes drawings and specifications with revisions or as built changes.
- Prepares cost summaries including material, labor, equipment, subcontractor and overhead costs incurred in the installation of items.
- Assists with invoicing.
- Informs management of any observed inaccuracies or omissions in quoted items or computer database.
- Price and prepare change orders and communicate changes with the necessary staff.
- Meet with Sales Staff as needed to review questions about the drawings.
- Attends departmental meetings as required.
- Photocopies/Scans documents and plans.

Core Competencies

- Problem Solving.
- Collaboration Skills.
- Communication Proficiency.
- Ethical Conduct.
- Business Acumen.
- Organizational Skills.
- Project Management.
- Time Management.

Skills and Abilities

- Ability to use independent judgement to determine the urgency of various requests and act accordingly.
- Attention to detail with the ability to catch mistakes or spot potential problems before work is handed off.
- Ability to establish priorities, work independently, and achieve objectives without supervision.
- Positive attitude, time management, detail oriented traits, and multi-tasking skills.
- Ability to work with various personality types.
- Valid Driver's License with clean driving record.
- Predictable and consistent behavior with Attitude, Attendance, and Performance.
- This position has physical demands. Employee should be able to lift at a minimum 40 pounds.

Education & Experience

- Minimum of High School Diploma or Equivalent.
- College Degree Preferred.
- 2-5 Years Experience in a related or similar role.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.