

## Lead Project Manager

DEPARTMENT: Commercial

REPORTS TO: Director, Sales & Project Management

TYPE OF POSITION:  FULL TIME

PART TIME

HOURS PER WEEK: 40 +

### SUMMARY:

The Lead Project Manager is the first point of escalation for the Project Management team and support the team with ongoing training. Additionally, The Lead Project Manager fulfills all the responsibilities of a Project Manager, such as, communication, quoting, implementation, planning, execution, timely completion and client satisfaction of assigned projects. The Lead Project Manager reviews customer quality objectives and requirements to ensure they have a clear understanding of the client's desired goals and outcomes. If there are any issues or delays, The Lead Project Manager is the point person who will work with the client, internal departments, and external vendors to find the best solution.

### RESPONSIBILITIES:

- Follows Project Management Policies and Procedures.
- Takes responsibility for execution of responsibilities for the entire Project Management team.
- Supports the Project Management team as the first point of escalation for any project related items or technical questions.
- Works with supervisor to ensure department KPIs are achieved.
- Supports onboarding process of new Project Managers.
- Assists in balancing and distributing work between members of the PM team.
- Leads project teams through all phases of the project management lifecycle.
- Facilitates complex projects from prototyping to production.
- Provides technical guidance to Customers and Business Development team.
- Reviews and assess customer requirements, quality objectives, files, and GD&T drawings.
- Performs risk analysis and develops project scope and objectives.
- Calculates and submit quotations to customers with a revenue-focused mindset to win new opportunities, extend current opportunities, and improve overall profitability of opportunities.
- Reviews contract requirements and purchase orders.
- Releases accurate and concise work-orders to operations and resolves and discrepancies with the customer.

- Works with Operations, Engineering, Quality and the Customer to resolve any issues.
- Coordinates internal resources and vendors for seamless project execution.
- Ensures that all projects are delivered on-time, within scope and budget.
- Responds to client inquiries and communicate project updates in a speedy and fastidious manner.
- Make sure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution while balancing company objectives and policies.
- Work as a technical liaison with Business Development team and Customers to support continued sales growth.
- Provides first class customer service with a high level of professionalism.
- Other duties, tasks, and responsibilities that may be assigned at any time.

#### COMPETENCIES:

- **Judgement** – Displays willingness to make decisions; explains reasoning for decisions, includes appropriate people in decision-making process, makes timely decisions.
- **Planning / Organizing** – uses time efficiently, plans additional resources as required, sets goals and objectives which are clearly communicated, develops realistic action plans given time, scope, and project team.
- **Attendance / Punctuality** – Is consistently at work and on time, ensures work responsibilities are covered when absent, participates, and arrives to meetings/appointments on time.
- **First-Class Customer Service Mentality** – Builds rapport and establishes trust with all customers / vendors and co-workers. Applies product and market knowledge effectively and presents solutions that meet customer objectives. Able to deal with frequent change, delays, or unexpected events in a collected manor.
- **Continuous Learning** – seeks feedback to improve performance, strives to continuously build knowledge and skills, shares expertise with others. Requires minimal supervision.

#### SUPERVISORY RESPONSIBILITY:

Functional reporting of Project Management team

#### WORK ENVIRONMENT:

This job operates in a professional onsite office environment.

#### POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m., although some evening work may be required for events. A flexible work schedule or location can be accommodated on an individual basis.

#### TRAVEL:

Some travel (<10%) required for events, meetings, and marketing activities.

#### REQUIRED EDUCATION AND EXPERIENCE:

- 2+ Years' project management with Manufacturing-related work experience.
- BA/BS Degree in Mechanical Design/Manufacturing/Materials or 3-4 years of related experience and or training, or equivalent combination of education and experience (Work experience must demonstrate technical capabilities and the ability to concurrently manage multiple projects of moderate size, scope, and complexity).
- Rapidly process and comprehend detailed information, consider the implications and consequences of new data, and then make strategic decisions with client and project team collaboration.
- Knowledge of tools, concepts, and methodologies of Project Management.
- Solid organizational skills including attention to detail and multi-tasking skills.
- Ability to manage multiple projects and activities in a fast-paced environment.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally.
- Assess and meet project deadlines, balance priorities, and work through completion of projects.
- Excellent verbal and written communication skills for liaising and communicating with vendors, customers, and internal departments.
- Microsoft Office proficiency, and familiarity with 3D CAD files and drawings.

#### WORK AUTHORIZATION/SECURITY CLEARANCE (if applicable):

Must be able to work in the US.

#### OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.