



Position Information:

- **Position Classification:** Project Manager (PM)
- **Position ID:** 041 **Version:** 1.0
- **Supervising Position Title:** General Manager (GM)
- **Reporting Position(s):** N/A

- **Position Type:** Full-Time, OT-Exempt
- **FTE:** 1.0
- **Payroll Type:** Salary
- **Payroll Rate:** \$52,000 - \$76,000 annual salary + potential commission pay program
- **Shift Requirement:** 8:00am – 4:30pm, habitual evening/weekend on-call hours as required
- **Travel Requirement:** 30-50%

Position Summary:

A *Project Manager (PM)* at Pacific Rim serves residential homes and/or light commercial facilities that experience a property loss (caused by water, sewage, mold or fire) or for customers who request light remodel projects. For each customer's loss or remodel request, the PM serves as the customer's primary point of contact; managing all aspects of the project scope, timeline and budget from the initial customer appointment (for initial customer sign-up and inspection) through final completion and payment of all services provided by (or facilitated by) Pacific Rim CR LLC. PMs collaborate with *Operations Field Supervisors* from the Mitigation, Contents and Reconstruction departments to ensure customer services are performed timely, accurately and completely according to industry standards. Through excellent customer service and co-oversight of our service delivery operations, the PM creates the highest level of satisfaction for customers and referral partners.

Position Responsibilities:

- **25% Project Initiation** (10 hours / week)
 - Receive and promptly confirm appointments of newly assigned Customer / Project leads by the Business Operations team (project assignments are directed to the Business Operations Team by the GM before scheduled with the PM).
 - Realizing that communication is the greatest downfall of our industry, PMs ensure that all Leads for every single customer appointment are called in advance to re-confirm appointment and arrival window prior to dispatching to job site.
 - Conduct onsite initial scope of work (SOW), inspection and selling appointments directly with customers as scheduled and in adherence to company dress-code and safety protocols. Go over Pitchbook required topics (including the differences between Cash and Insurance services, differences in the emergency services protocols for Insurance versus the pre-approval requirements for the Reconstruction phase, overcommunicate the role of the PM as the single primary point of contact, also ensure the customer is clear that they will be hearing from and see other key members of the team during the phases of their project, etc.)
 - Post the outcome of the SOW appointment before leaving job site and post all required deliverables (initial photos, inspection form, work authorization, sketch, etc.).
 - Follow-up on outstanding actions from SOW appointments to drive signing events to closure (outcome expected: signed work authorization, signed cash proposal or notification of lost job).
 - Draft Estimates and Cash Proposals for requested cash services. Perform timely follow-ups to confirm customer has reviewed proposal, answer questions and solicit expected decision date.

- During the initial customer site visit collect samples for any homes / locations that were constructed on, or before 1990. If work authorization is signed in initial site visit, drop off samples for analysis to one of Pacific Rim's contracted labs same day of sampling (expect results within 24hrs).
- To finalize signing collect deductibles for Insurance jobs and deposits for Cash jobs.

- **30% Project Service Delivery** (12 hours / week)

General Responsibilities

- Collaborate with Operations Field Supervisors and Superintendents from Mitigation, Contents and Reconstruction departments to ensure timely, accurate and complete services are delivered to customers.
- Create and manage project plan and timeline to ensure accurate and timely execution of all project services.
- Manage project itemized scope of all services (ensuring pre-approval of all services prior to work commencing to ensure all efforts performed are "billable").
- Manage customer expectations by "under promising and over delivering". Set reasonable deadlines.
- Attend all onsite Insurance Adjuster meetings and/or perform Insurance follow-up communications as required. Ensure Field Supervisors are fully versed in how to handle any resulting impacts of adjuster's meetings.
- Handle escalated concerns from customers, adjusters, tenants, employees or Field Supervisors. Promptly escalate situations to the GM when customer concerns or demands cannot be addressed by you or the Field Supervisors.

Mitigation Services: *Currently the majority of Mitigation services provided by Pacific Rim are provided by our own in-house teams managed by Field Supervisors.*

- Ensure approval of work prior to services commencing, confirm needs, and submit scheduling / work order requests to Field Supervisors.
- During the team's delivery of these services, monitor team activities and perform follow-ups.
- As needed or as requested by Field Supervisors, schedule additional subcontractor services (typically plumbing, HVAC, and/or electrical services). This includes pre-approval of estimates, confirming completion of services, acquiring subcontractor invoices and submitting to the Business Operations Team for timely payment.
- Once in-house services are completed, PMs are responsible for timely billing Insurance, chasing Insurance approvals and completing required Insurance Adjuster revisions.
- PMs follow-up with Field Supervisors regarding proper protocols for Cash services to ensure deposits are received in advance of service and final payments are collected same day services are finished.

Content Services: *Currently the majority of Content services provided by Pacific Rim are provided by our in-house teams managed by a Field Supervisor.*

- Submit scheduling / work order requests to the Contents Field Supervisor for pack-out, content cleaning, storage and move-back needs.
- During the team's delivery of these services, monitor team activities and perform follow-ups.
- PMs acquire expense invoices from the Contents Field Supervisor for any specialized subcontracted services for professional moving, content cleaning or storage services performed during the execution of content services. Submit expense invoices to the Business Operations Team for timely payment.
- Once in-house services are completed, PMs are responsible for timely billing Insurance, chasing Insurance approvals and completing required revisions.
- *Note: Cash content services are rare, but would also follow company "cash" processes, including customer pre-approval signature and collection of a 50% deposit prior to work commencing.*

Abatement Services

- Once mitigation or reconstruction services are signed and approved by customer (work authorization for Insurance and Cash Proposal for Cash services), drop off samples collected during the initial site visit to one of our subcontracted analysis facilities.
- Review sample results and post updates to the Project notifying all impacted Field Supervisors of results.
- If "hot", submit scheduling / work order requests to the Lead Abatement Field Supervisor and/or send abatement scope and work requests to subcontractors for estimates and scheduling. Approve subcontractor estimates, confirm scheduled appointments and update all team members on scheduled abatement plans.

- Follow-up and confirm completion of abatements services. Perform timely billing to Insurance, chase Insurance approvals and complete any required Insurance Adjuster revision requests promptly.
- *Note: Cash abatement services are rare, but would also follow company "cash" processes, including customer pre-approval signature and collection of a 50% deposit prior to work commencing.*

Reconstruction Services: Almost all Reconstruction services are currently subcontracted out to recurring general contractor partners and are not performed by in-house team members. The overall management (customer communication, financials and scope) are still ultimately the responsibility of Pacific Rim.

- Explain the differences of emergency Mitigation processes and Reconstruction services during the initial site visit with a customer. For Insurance jobs, acquire a Reconstruction Acceptance Agreement (indicating a Cash Pay or Insurance Pay option) **prior to making ANY investments** on the Reconstruction phase of the project (before creating estimates, coordinating customer needs, discussing materials etc.).
 - Draft the original scope estimate and/or cash proposal, acquire insurance/customer written approval and collect initial payment. Checks can be mailed, or Superintendents are available to perform check pick-ups.
 - Once approvals are received, draft itemized Contractor's Scope of Work (CSOW) contracts (written in Xactimate) and provide to assigned in-house Superintendent who facilitates contractor onsite walkthrough and signing.
 - Once sufficient initial funds, required documentation and signed CSOW are received, Reconstruction services may commence. Physical reconstruction execution, including material selection and oversight of the contractor are performed by Superintendents.
 - Prior to work commencing, align targeted construction start date and targeted construction end dates with Superintendents and commit to a target to close for the entire project (including completion of all services from all departments and final collection of all funds) to the company.
 - Follow-up routinely with Superintendents to ensure accurately, timely and complete execution of all scope line items.
 - If additional supplies or equipment need to be purchased for a project, enforce Superintendents submit written requests and wait for approval prior to purchases, as well as, submit receipts same day of purchase.
 - Receive and evaluate Superintendent requests for any change orders needed to remove or add to project scope. Draft change order estimates (upgrades, downgrades and supplements), acquire additional approvals and collect additional funds where required.
 - Promptly communicate any changes in project timelines and updates need for target to close commitments.
 - Receive requests from Superintendents of work to be completed by additional subcontractors. Scheduling is performed by the Superintendent for most established subcontractors. Once subcontractor is onsite, pre-approve subcontractor estimates/bids prior to work starting. Once services are completed, acquire subcontractor invoices and submit to the Business Operations Team to ensure accurate record of costs on the project and timely payment to the vendor.
 - Ensure Reconstruction Superintendents complete an onsite final project walkthrough review with the customer and contractor, obtain a signed Certificate of Completion (COC), obtain and upload final photos, and collect final payment (if applicable, absolutely required for all Cash jobs).
- **25% Project Financial Management** (10 hours/week)
 - Manage the budget (revenue and expenses) of all assigned projects.
 - Draft estimates of all services according to industry standards using Xactimate software.
 - Draft cash proposals and obtain signed approval prior the commencement of any cash services.
 - Submit Task Requests to log project invoices as soon as estimates are submitted to insurance and/or as soon as you are made aware of changes required.
 - Properly distinguish between original scope services, supplements, upgrades, downgrades and settlements.
 - Preview ALL subcontractor estimates prior to the start of work to ensure services are delivered as expected and on budget. Submit subcontractor invoices promptly to be logged as project expenses.
 - Ensure requests for payments to contractors and vendors are made accurately and timely.
 - Collect customer deductibles prior to start of work, collect or coordinate deposit check pick-ups for cash services, collect and/or seek assistance in the collection and application of all project payments. Monitor to ensure accurate payment applications have been performed on assigned customer accounts.

- Deliver acceptable profit margins on all projects.
 - Continually pursue new vendors to achieve (1) premium quality and (2) lower cost materials.
 - Review for accuracy, notate and sign all Project Closeout forms within three days of project completion for project credit.
- **15% Project Communications & Administrative Management** (6 hours/week)
 - Send minimum of weekly updates to customers (more frequent correspondence required depending on phase of the project).
 - Maintain proactive and effective communication with customers and all involved parties, including but not limited to; homeowners, third-party owners, building engineers, property managers, tenants, subcontractors, vendors, and fellow Pacific Rim teammates, etc.
 - Respond to all customer or adjuster inquires within 48 business hours of receipt of correspondence (voicemail, text, e-mail, etc.). Even if all issues or inquires cannot be answered, a minimum response of "I'm looking into this" is required promptly.
 - Resolve customer disputes and seek guidance from GM when necessary.
 - Create, update and maintain electronic project files on the company shared server, currently OneDrive.
 - Promptly respond to documentation inquires made by supervisor or co-workers.
 - Provide project updates (notes) weekly for every open/active project.
 - **5% Other Duties as Assigned** (2 hours / week)
 - Attend Pacific Rim CR LLC Company Meetings.
 - Attend Project Manager weekly 1:1 Meetings with Supervisor.
 - Attend weekly Project Manager team meetings.
 - Other duties as assigned by supervisor and/or company oversight.

In addition to these responsibilities conducted during standard business hours, our Mitigation Teams may be asked to attend to Emergency calls from customers afterhours or on weekends. Project Managers are assigned to an on-call rotation to answer customer emergency incoming calls. PMs assess the urgency of the loss and need for PM onsite oversight. Based on the PMs judgment he/she will either schedule for the next available 1.) standard business hours appointment, 2.) schedule himself/herself to do an emergency onsite SOW appointment (and then potentially dispatch an emergency on call Mitigation crew) or 3.) may directly dispatch an emergency crew (and follow-up with customer and/or crew remotely). The PM serves as a remote supervisor while Emergency crews are dispatched to ensure proper approvals and protocols have been followed, most importantly the proper identification of a Cash vs. Insurance job and authorized signatures to proceed.

- **Emergency / After Hours Assignments**
 - During assigned on-call shift be responsive, answering all phone calls.
 - Perform emergency site visit and inspection per the Emergency Procedures Guide.
 - Ensure all Field Team employees conduct emergency site visits and inspections per the Emergency Procedures Guide.
 - For every emergency call out visit create a post on the Mitigation Emergency Job Requests channel.
 - Ensure, for every emergency call out visit that the responding Field Team crew creates a post on the Mitigation Emergency Job Requests channel.
 - Delegate junior level support tasks to Leads/Technicians as needed to complete emergency call out.

Position Classification:

Project Managers at all levels are expected to ensure accurate, timely, complete and professional delivery of services to customers. Level 2 and Level 3 positions are expected to produce either a greater quality or quantity of work that is realized from increasingly higher levels of expertise, demonstrated aptitude of the mitigation / restoration industry and superior organization and leadership skills.

- **Level 1:** Level 1 PMs are junior members of the PM Classification. They have proven their ability to organize tasks and show at least foundational knowledge and abilities of managing project budgets, scope and timeline. As a junior PM they are constantly looking for ways to build their knowledge of the industry and learn to properly utilize project management techniques to drive project delivery. They strive to become more accurate estimators, creating estimates that maximize company revenues. Their primary focus is to learn to deliver to commitments and communicate promptly and effectively with all stakeholders. Their work product may require extra review cycles and quality controls. They require significant mentoring and training time with more senior PMs and/or the GM.
- **Level 2:** Level 2 PMs have proven their ability to independently lead a project and have begun to master effective relationship management skills for working with customers, field supervisors / field teams, superintendents, adjusters and subcontractors. They lead others by quickly delivery a high turnover of projects while meeting quality standards. They have demonstrated a clear understanding of mitigation, abatement, content and reconstruction industry standards. They are seen as reliable members of the team and demonstrated leaders. They continue to show promise as a key leader within the company through their ongoing willingness to take on additional duties, their ability to effectively problem-solve, and their ability to deliver results through a team.
- **Level 3:** Level 3 PMs have built a reputation of high performance and superb project delivery. They consistently achieving business targets. Their portfolio consistently delivers a high volume of work and the company's highest quality standards. Their high performance is consistently evidenced by having won the praise and appreciation of customers, referral partners, fellow employees and the management team. They show superior knowledge of the mitigation / restoration processes and continuously bring forward new and innovate ideas. They are seen as the "master" level of their job classification setting the "bar" for junior PMs and other Pacific Rim employees to follow. They consistently share their knowledge and are a positive role model to junior team members. They are viewed as likely promotion candidates should positions of interest open with the company. They are seen as reliable supervisors who can step in to back up senior members of the team at a moment's notice.

Position Classification Pay Ranges:

	Annually		Hourly	
PM1	\$ 52,000	\$ 60,000	\$ 25.00	\$ 28.85
PM2	\$ 60,000	\$ 68,000	\$ 28.85	\$ 32.69
PM3	\$ 68,000	\$ 76,000	\$ 32.69	\$ 36.54

Position Qualifications:

Required Qualifications

- Project management experience with direct ownership of project scope, budget and timeline management.
- Knowledge of and/or work experience with property insurance policies/claims.
- Experience drafting and editing estimates in Xactimate.
- High School Diploma or GED
- Must have and maintain a valid driver's license as driving for business is required (approximately 30-50% of working hours)
- Availability for afterhours / weekends when required
- Must have reliable transportation to get to Lynnwood by 8am daily Monday – Friday.
- Competent and proficient understanding of common systems and tools (mobile technology, Microsoft Office Suite or equivalent).
- Must be reliable, dependable and drug free.
- Being customer and team oriented with the ability to adapt / respond to different types of characters.
- Relationship building/maintenance skills.

- Excellent verbal and written communication skills.
- Experience working in fast paced team environment
- Analytical problem-solving skills and ability to adapt to varying situations.
- Ability to multi-task, work under pressure, meet deadlines and manage time effectively.
- Possess exceptional interpersonal communication and presentation skills.
- Very strong organizational and time management skills.
- Strong sense of urgency.
- Hard working TEAM player who can easily adapt to changing needs.
- Strong desire to learn and excel; willingness to apply knowledge to continuously improve business operations and customer service delivery.
- Have a clean, neat and professional appearance; a top performer who can instill pride of workmanship.

Preferred Qualifications

- 5+ years' experience in mitigation, restoration and/or construction industries, project management role.
- PMP Certification.
- Current WRT, ASD, EPA Lead Renovator, AHERA Certifications.
- Extensive knowledge of ANSI/IICRC Standards for Professional Water Damage Restoration.
- Associate's or bachelor's degree in construction technology, construction science, construction management, project management or business management.

Position Benefits:

- This position qualifies for paid leave per the Pacific Rim CR LLC Employee Handbook.
- This position qualifies for 5-8 paid holidays per year per the Pacific Rim CR LLC Employee Handbook.
- Company issued phone and phone plan.
- Company issued laptop or tablet and other various equipment.
- Company car (originating and ending at office each day) or vehicle reimbursement.
- Company issued gas card for business related travel.

Organization Chart:

