**Project Operations Manager**

**Job Summary:**

The Project Operations Manager will supervise the Project Managers, department Administrative Assistant, and Contracting Supervisor. He/She will provide direction and guidance to all departments reporting to him/her and communicate the needs of the Customer, Project Managers, and Contracting crews to other internal departments.

# Supervisory Responsibilities:

* Lead, manage, and hold team accountable.
* Recruits, interviews, hires, and trains staff in the department.
* Provides constructive and timely performance evaluations.
* Coaches employees and makes recommendations to the VP of Sales & Marketing for discipline and termination of employees in accordance with company policy.
* Ensures that customer relationships and satisfaction are maintained.
* Ensures that projects are executed to maximize company profitability goals.
* Ensures that processes are documented, maintained, and followed by all.

## **Duties/Responsibilities:**

* Assist Project Managers in communicating with engineers and vendors via phone and e-mail to obtain clarification on drawings and plans and discuss options that are available.
* Addresses questions, concerns, and/or complaints relating to the departments that report to him/her.
* Tracks and reports interdepartmental Quality Catches, Alerts, and Customer Complaints.
* Weekly reports on departmental schedule & team scorecard(s).
* Delegates work and assignments to team members based on expertise, work experience, and time constraints.
* Identifies training needs and ensures proper training is developed and provided.
* Reviews and approves the schedule with Contracting Supervisor based on the needs of the customer.
* Performs other duties as assigned.

## **Required Skills/Abilities:**

* Excellent verbal and written communication skills.
* Excellent interpersonal and customer service skills.
* Excellent organizational skills and attention to detail.
* Excellent time management skills with a proven ability to meet deadlines.
* Strong analytical and problem-solving skills.
* Ability to prioritize tasks and delegate them when appropriate.
* Proficient in the company operating system software (Titan)
* Proficient with Microsoft Office Suite or related software.

## **Physical Requirements:**

* This is a largely sedentary role with frequent requirements to stand and walk.
* Occasionally required to stoop, kneel, crouch, or crawl.
* Must frequently lift and/or move up to 25 pounds.
* Specific vision abilities required by this job include vision, distant vision, and color vision. Depth perception and ability to adjust focus.

**EEO Statement:**

Gainey’s is an equal-opportunity employer. Gainey’s does not tolerate discriminating based on race, national origin, color, religion, sex, sexual orientation, disability, age, veteran status, genetic information, or any other characteristics protected by law. Equal opportunities are extended to all terms and conditions and privileges of employment as well as the use of all company facilities participating in all company-sponsored activities and employment actions such as promotions, compensation, benefits, and terminating employment.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, GCP Project Operations Manager Date: \_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, GCP VP Sales & Marketing Date: \_\_\_\_\_\_\_\_\_\_