

## **The Standard Group** **Job Description**

**Job Title:** Project Manager

**Department:** Administration

**Payroll Status:** Exempt

**Hours:** Monday thru Friday 8:00 a.m. to 5:00 p.m. with an hour unpaid break.

### **Purpose of the Position:**

The primary purpose of the Project Manager position is to manage customer projects while providing customer and sales support. In this capacity they are the key liaison between the customer, sales and production departments with regard to the requirements and status of assigned projects. They ensure that the project meets the customer's requirements and TSG quality standards.

### **Responsibilities:**

#### **Administrative**

- Gathers necessary information and plans jobs for production including requisitioning of outside services.
- Accurately and completely enters required job information into Print Stream, Job Ticket and merges the quotation against the job for cost tracking.
- Seek additional support when job planning is too complex.
- Initiate quotation revisions with estimating at job entry if actual project differs from original quotation.
- Review proofs prior to delivery.
- Manage and maintain the job list and accurately presents changing project needs to department supervisors at the production meeting or as information becomes available and is needed.
- Advises Production Managers and/or Supervisors of incoming work, as information becomes available to allow pre-scheduling.
- Understands processes and provides production with clear instructions on job ticket and AA request form.

#### **Customer Focus**

- Responds to Customer/Sales and Production's requests and needs in a timely manner to avoid schedule delays.
- Keep clients/sales informed of changes in production schedules.
- Act as inside sales support for sales reps and as an "advocate" for customers.
- Provide "outreach" contacts with customers to foster relationships and assist sales reps with their account plans.

**Relationships:**

Reports directly to the Customer Support Manager. Interacts with executive vice president, division presidents, department managers, customers, sales staff, vendors, office staff, plant supervisors and personnel.

**Knowledge and Skills Required:**

- Associate's Degree or two to four years of related experience and/or training; or equivalent combination of education and experience.
- Demonstrated ability to handle multiple projects and details simultaneously. Requires self-direction, tact, diplomacy and a clear, courteous and professional manner when dealing with internal and external customers.
- Strong working knowledge of Windows OS, MS Office.
- Demonstrated ability to communicate complex ideas or findings verbally, written or report formats.
- Ability to manage shifting priorities on multiple projects while maintaining quality of work.
- Demonstrated ability to calculate and compute numbers; analyze and solve problems on a daily basis

**Mental and Physical Requirements:**

The Project Manager must be able to perform the following job related functions: hear and speak effectively in order to communicate with customers and employees; read both handwritten and typed notes; reports and enter data into computer; bend, reach, and stretch for files that are needed to perform the job; work under conditions caused by deadlines and customer requirements; analyze and make decisions necessary to perform the job; sit for prolonged periods of time at a desk; and be able to lift 25 pounds (file boxes and computer paper). Employee must be able to satisfy Knowledge and Skill Requirements and satisfactorily fulfill the responsibilities of the position with or without a reasonable accommodation (as defined in the Americans With Disabilities Act of 1990).

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation. The Standard Group reserves the right to change, add to or subtract from the duties outlined, within the sole discretion of the The Standard Group, at any time, with or without advance notice.

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Employee Acknowledgment

Date

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Director of Human Resources

Date

Prepared by:	Sue Overly, PHR SHRM-CP	Date	
Revised by:		Date	