

# North American Signs

<https://northamericansigns.com/job/nr-project-manager/>

## National Repairs Project Manager

### DESCRIPTION

The primary focus of this role is to coordinate the repair activities for assigned work orders in all 50 United States, Puerto Rico, U.S. Virgin Islands and Canada. Primary responsibilities include administration of sign warranties, repairs and retrofits via communications with an extensive network of subcontractors. This position requires continual diligence to conduct business in accordance with established guidelines and company standards.

### RESPONSIBILITIES

- Coordinate all aspects of a repair/warranty/retrofit projects to achieve timely resolution.
- Clearly communicate, via written and verbal means, the project's scope, expectations & requirements to vendors.
- Maintain a good understanding of sign construction and standards in order to troubleshoot and resolve a wide range of sign problems.
- Establish a basic understanding of electrical circuits to facilitate acquisition of appropriate circuit diagnostics.
- Obtain estimates for labor and material, prepare customer proposals and receive their approval.
- Escalate complex problems to the supervisor or senior PM responsible for the tradename account.
- Log project status and track project information in the .NAS database & on client websites.
- Manage multiple projects simultaneously
- Provide prompt and accurate billing & closeout for completed projects.
- Commit to 24-hour communication for emergency resolution when on call.
- Maintain cooperative working relationships with clients, vendors and internal associates.
- Maintain a professional demeanor when handling complaints from angry or unreasonable internal or external clients and vendors.

### QUALIFICATIONS

- Proficiency with Microsoft Office, specifically Word, Excel and Outlook
- Ability to multi-task
- Organized
- Strong oral and written communications
- Efficient typing skills - >30 words per min.
- Problem solving
- Detail oriented

### EDUCATION

- High School diploma or GED required
- College degree preferred

### PRE-HIRE REQUIREMENTS

1. Background Check
2. Reference Check

### Hiring organization

North American Signs

### Employment Type

Full-time

### Job Location

Remote work possible

3. Motor Vehicle Check
4. Drug Screening

### **PHYSICAL REQUIREMENTS**

The physical demands described herein are representative of those that must be met by an employee to perform the functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions of the job.

1. Ability to sit, stand and walk
2. Ability to use hands to finger, handle or feel and talk or hear
3. Ability to occasionally stand, reach with hands and arms and stoop, kneel, crouch or crawl
4. Ability to sit and operate a computer for prolonged periods of time
5. Ability to lift and/or move up to 10lbs
6. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus

North American Signs, a leader in the custom sign industry, understands that our goals can only be achieved by hiring the best talent, providing exceptional training, and by living our core values. You'll find NAS a family-friendly and flexible environment.