Project MAnager – Bulk Installations

# **Job descripton**

**Department:** Bulk Operations

**Reports to:** VP of Operations – Commercial Bulk

**FLSA:** Exempt – Full time

**Benefits Eligible:** Yes

**JOB SUMMARY**

Responsible for management and coordination of internal and vendor activities for the installation of TV, Internet and Phone services at new communities. This role is critical to the customer experience as you will be the main point person for the scheduling, management and oversight of customer communications, installation teams, on-site support and cross departmental coordination. You will ensure that key operational leaders are all informed and aware of each project status and work directly with customers to keep them up to date on their project’s progress.

**RESPONSIBILITIES**

* Manage assigned projects from inception to completion, ensuring that all activities, including contracting, planning, staffing, communication, training and installation are completed on time within budget and in accordance with the underlying contract.
* Manage all external vendors and coordinate with internal teams necessary for timely completion and within budget.
* Directly advise and influence decisions of the Bulk Operations team in all aspects of the customer onboarding experience.
* Develop accurate project plan, scope and budget for all assigned projects, modify as needed and direct closeout of completed jobs including the receipt of all required documentation and managing scope creep.
* Lead internal and external deployment meetings with other managers and team members to review the status of each job and implement changes as necessary to ensure timely project completion.
* Travel and attend customer deployment meetings as needed to provide customer with comprehensive job status reports and resolve any conflicts or issues that arise.
* Ensure accurate and complete files maintained for projects and appropriate closeout documents distributed in a timely manner in accordance with corporate and customer standards.
* Ensure that all jobs are accurately maintained in a project tracking system, invoiced and closed with complete accuracy.

**EDUCATION/CERTIFICATIONS**

* Bachelor’s Degree or equivalent work experience
* A valid driver’s license required
* Project Management Professional (PMP) Certification preferred

**EXPERIENCE/MINIMUM REQUIREMENTS**

* Three (3) to five (5) years of project management experience
* Managing project budgets or related financial experience
* Past experience in telecommunications or working with home owner associations
* Customer-facing project management experience

**OTHER SKILLS/ABILITIES**

* Advanced knowledge of telecommunications project management, asset management, OSP / ISP construction practices and methods
* Ability to read and understand contracts.
* Ability to direct the diagnosis of work flow problems, critical paths and institute remedies
* Ability to read and understand financial metrics and identify remedies to financial issues
* Customer service orientation with a strong problem-solving approach
* Strong verbal and written communication skills
* Ability to manage and process multiple data streams
* Knowledge of construction services (ordering and installation): Telco, power, fiber, basic construction, and vendor equipment requirements.

**WORKING CONDITIONS**

Works in a normal office setting with no exposure to adverse environmental conditions 80% of the time. Required travel to customer meetings and project sites 20% of the time.

**PHYSICAL REQUIREMENTS**

* Standing, Walking, Sitting, use of hands to fingers, handle or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, speak or hear, taste and smell
* Ability to read, write and speak English
* Ability to lift-up to 30 pounds or more

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