



<b>Job Title:</b>	<b>Project Manager</b>	<b>Travel Required:</b>	Extensive- More than 6 months per year
<b>Department/Group:</b>	Operations	<b>Position Type:</b>	Hourly/On Call
<b>Level/Salary Range:</b>	Hourly	<b>Reports to:</b>	Operations Managers

**Job Description**

**Job Purpose:**

Manage all aspects of a single large project or multiple smaller projects. This position is responsible for functioning as the NRS primary point of contact for communication and management on a project. The Project Manager serves as the daily interface between the Client and key NRS stake holders (Operations, Sales and Accounting). This is critical in ensuring that the accurate execution of the project scope, profitability and, ultimately, timely completion. The Project Manager is responsible for the implementation and execution of the NRS SOP in all project related activities.

**Responsibilities**

- Understand and enforce the safety policies of NorthStar Recovery Group Services and its associated companies at all times.
- Monitor the safety performance of all projects assigned to the individual Project Managers.
- Assist with the investigation and/or documentation of any incident related, but not limited to safety, protocol or procedural investigations.
- Fully understand the NRS SOP and vigorously enforce the procedures and protocols contained therein.
- Assume full responsibility for all assigned projects and ensure they meet the expectations of both NRS and their respective clients.
- Make decisions based upon restoration industry best practices and principles. This includes, but is not limited to, safety, fiduciary responsibility, schedule and policies.
- Safely manage all aspects of a project or projects. The size of a project will range from a small scale, short duration project to a large scale or regional catastrophe (CAT). The number of assigned projects may range from 1 to 20 projects.
- Manage multiple projects and/or Supervisors simultaneously. A Project Manager may manage from 1 to 20 Supervisors. This is not limited to a CAT or regional loss.
- Possess a working knowledge of the specific MSA contract that applies to each project. This includes, but is not limited to, the applicable rate schedule and client specific SOP.
- Keep management informed by submitting required reports as per NRS Operational SOP. Participation in NRS Management conference calls is critical in conveying project situational awareness to NRS Management.
- Manage all required project documentation as per NRS Operational SOP. In so doing, the Project Manager must ensure accuracy, completeness and timeliness in all submitted reports.
- Responsible for the recognition of any critical path obstacles or project concerns before they have a negative impact on the projects and/or client relationships. Work closely with the assigned Operations Manager to develop and implement a recovery plan if the circumstances warrant.
- Ensure that all projects are managed to a standard that either meets or exceeds client MSA requirements and SOP mandates. In so doing, the Project Manager must ensure that NRS safety and other applicable policies are not compromised.
- Management of Expectations for all key stakeholders involved with the project(s). This includes, but not limited to, clients, vendors, subcontractors and inter-company Managers.
- Manage personnel ensure the proper delegation of project tasks and gather information while maintaining control of the respective project site(s).
- Maintain full situational awareness on all assigned projects and demonstrate the ability to clearly communicate the current status of those projects. This includes, but is not limited to, scope of work, daily project updates (with percentage complete), and resource requirements (man-power and equipment)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_ HR Initial: \_\_\_\_\_ Date: \_\_\_\_\_

- Develop and submit to Operations Management (for approval) the following operational documents: Scopes of Work, Rough Orders of Magnitude, Not to Exceed estimates and Proposals for contracted clients and individual loss events.
- Communicate clearly and with confidence both orally and in writing.
- Communicate and document all conversations related to the projects in accordance with NRS Standard operating procedures. This specifically includes any verbal directive or conversation with the Client or their direct representatives.
- Actively engage in the training, support and development of supervisory level personnel.
- Demonstrate expertise in the use, care and maintenance of all components NRS Emergency Response Equipment to include: Thermal Imaging Cameras, Moisture Mapping Equipment and Drying equipment utilized by NRS
- Engage in the active training of NRS Personnel in the proper use of all components of NRS Emergency Response Equipment
- Ensure the professional care, custody and re-stowing of all assigned NRS equipment trailers Must be able to effectively engage NRS Vendor Management in the acquisition and management of required project resources.
- Responsible for acting as the first approval on all required project administrative documents to include but not limited to the following: Purchase Orders, Deliveries, Subcontracts, Time Sheets, Equipment/Consumable logs, Progress Reports, Safety Reports, Issues and Returns. Proactively endeavor to continue the development of the NRS brand consistent with NRS Leadership mandates.
- Have the capacity to recommend changes in service offerings, products, and policy based upon both customer feedback and the performance of NRS competition in the field.
- Assist in the resolution of customer complaints by actively investigating problems, developing solutions, documenting issues and making recommendations to NRS Management.
- Initiate professional reviews via self-evaluation forms at appropriate time intervals.
- Initiate professional growth by scheduling and attending career specific continuing education (annually).

**Skills/Qualifications:**

- In-depth knowledge of the Disaster Recovery Industry. Specifically: Fire and Water damage restoration, Project Management, Time and Material Estimating/Tracking, Customer Service, meeting required Profit Margins, meeting project deadlines, Closing Skills, Prospecting Skills, Negotiation, Self-Confidence, Product Knowledge, Presentation Skills, Client Relationships, crew management skills and motivation for sales through offering additional products and services to the Clients.
- Must be a demonstrated Self Starter
- No less than one (1) year of “hands on” field experience in a remediation field.
- Maintain a Supervisor or Competent Certification in at least one remediation classification. Examples include but are not limited to: Asbestos Abatement, Lead Abatement/Remediation, HAZMAT, Mold Remediation etc.
- Obtain a Supervisor/Competent person license for Asbestos Abatement in their home state within 6 months. This must be maintained throughout the employment.
- Maintain current Respirator Training and Fit Test
- Be in possession of TWO IICRC Certifications (minimum)
- Within 1.5 Years of Employment, certification MUST be obtained in the following areas (as per IICRC)
  - Water Restoration Technician
  - Applied Structural Drying
  - Fire and Smoke Restoration
- Provide proof of authorization to wear a respirator from an approved source
- Must be able to demonstrate a working knowledge of all Microsoft Applications to include (as a minimum):
  - Microsoft Word
  - Microsoft Excel

- Must be able to lift up to 50 lbs. utilizing proper lifting techniques and with appropriate Personal Protective Equipment (PPE)
- Must be able to stand for extended periods of time in appropriate PPE
- Must attest under penalty of perjury, that he or she is eligible for Employment in the United States. Eligibility of Employment is satisfied if he or she is a U. S. Citizen, Permanent Resident, Resident Alien or an Alien Authorized to work in the U. S... All qualifying attributes are subject to “E-Verified” criteria and process.
- Maintain a valid driver license issued in the U.S.
- Meets the safety prerequisites for the North Star Group Holdings Approved Driver status.
- Must have the ability to pass a background check (as per North Star Group Holdings Background Investigation Policy).
- Must have the ability to pay for the personal travel expense without the means of an advance. This does not apply to air fare or hotel expenses.
- Must acknowledge that this position is “AT WILL.”

**Required Training**

- Within 30 Days of Employment
  - Safety
    - NRS Safety Manual Training
    - Target Zero Certification
    - Drivers Safety Program (Must maintain the approved status during employment).
      - DDC Training Course MUST BE COMPLETED WITHIN ONE WEEK UPON RECEIVING EMPLOYMENT APPLICATION AND DETERMINATION THAT MVR STATUS IS ACCEPTABLE.
  - NRS Operational Process Module Training
    - NRS SOP
    - Training Modules for
      - Time Sheets (Module 11)
      - Material and Equipment Sheets (Module 12)
      - Re-imbursments (Module 7)
      - ROM Preparation (Module 10)
      - Job Book Preparation (Module 13)
      - Understanding Check Lists (Module 1)
      - Rolling Stock (Module 21)
      - Water Diverter Installation (Module 22)
      - The Dehumidification Formula (Module 23)
      - Cold Weather Safety (Module 25)
      - Client Communication (Module 3)
      - Damage Assessments (Module 4)
      - Drying Documentation (Module 5)
      - Reimbursments (Module 7)
    - Completion of NorthStar Reference Modules (Recurring Completion as Needed)
      - Snow Removal (Reference Module 1)
      - ER Tool Kit (Reference Module 2)
      - Water Losses (Reference Module 3)
      - Hurricane Safety (Reference Module 4)

- Email Signature Protocol (Reference Module 5)
- How to Use BOX (Reference Module 6)
- Job Site Emergency Preparedness (Reference Module 7)
- Generator Operation & Safety (Reference Module 8)
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- Within 60 Days of Employment
  - Safety
    - Blood Borne Pathogen certification
    - Achieve First Aid and CPR Certification. **THIS CERTIFICATION MUST BE MAINTAINED THROUGHOUT THE ENTIRE PERIOD OF EMPLOYMENT**
    - Achieve OSHA 30 Certification
    - Achieve 40 Hour HAZMAT Certification
- As Required Training
  - Participation in designated Company Wide Training is compulsory



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