JOB DESCRIPTION

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| **TITLE:** | Project Account Manager, Healthcare | **DATE:** | 1/2020 |
| **REPORTS TO:** | Director Construction Solutions | **FLSA STATUS:** | Exempt |
| **DEPARTMENT:** | Construction Solutions | **MGT/SPVR:** | No |

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**SUMMARY**

The Project Account Manager is responsible for the planning and management of assigned healthcare accounts, from account management, through design, project management and the completion of project, exercising discretion and independent judgment to ensure the highest level of customer satisfaction. Maintains an emphasis on cost effectiveness and customer service while ensuring the objectives of projects are accomplished within prescribed time frame and budget.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

* Typically handles accounts in smaller scope, scale, and complexity than Strategic Account Executives.
* Provides prompt and effective follow-up on new corporate projects specified by clients or new accounts/projects from sales.
* Creates and manages strong relationships with clients, and maintains the highest standard of customer satisfaction.
* Assumes ownership of entire sales process, from initial client contact through final punch list. Works with other team members as appropriate to complete all projects to client’s satisfaction and within required time frame.
* May assume primary responsibility in the planning and specification of all aspects of the sales projects on assigned accounts, or works with assigned design team as required to complete planning and specification(s).
* May assume primary responsibility in the project management of all aspects of the projects for assigned accounts, or works with assigned project manager(s) as required to complete projects. Provides timely follow-up on all details.
* Promotes and sells design, installation, project management, and other services as appropriate.
* Responsible for fabric finishes and discounting on all final proposals submitted to clients.
* Within guidelines for margins, develops accurate price quotations.
* Coordinates project plan(s) and installation schedule(s). Reviews all orders prior to order entry to determine any special instructions to the manufacturer.
* Reviews project scope and description to provide required detailed information & special requirements for the work orders to ensure clarity and understanding for lead installation personnel.
* Develops detailed work plans that provide loading requirements per the installation schedule, material handling, logistical plans, loading requirements & identification of potential issues & problem areas.
* Notes in writing all special equipment, vehicle and project requirements (special elevator scheduling, building security requirements, etc.) for work order packets.
* Provides technical review of specifications upon request.
* Attends client project/construction meetings upon request to coordinate furniture installation activities with the activities and requirements of the contractor, client, and building management parties.
* Performs pre-installation site inspections as required.
* Facilitates changes to scope of work and obtains approved change orders as needed.
* Oversees receiving and installation phases of project. Inspects quality of workmanship and ensures conformance to installation plans and installation standards.
* Confers with project personnel to provide technical advice and to resolve problems.
* Monitors actual labor time expended on projects quoted to ensure up-to-date knowledge of time requirements for various installation conditions and products.
* Works with team members to ensure that the job is completed per the quote.
* Conducts post-occupancy evaluation / punch list walk-through ensuring timely resolution of any identified issues or problems.
* Informs assigned clients on all new product and ergonomic issues and products.
* Works with accounting department to provide prompt and courteous follow-up and investigations of delinquent accounts as necessary.
* Maintains a current working knowledge of developments in the contract furniture industry and related products, applications, and design concepts.
* Consistently devotes time to personal and professional development through a variety of continuing education sources and appropriate business and professional associations.
* Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This position has no permanent supervisory responsibilities, but duties require the Project Account Manager to temporarily direct and coordinate the actions of several different supporting positions within the project team as needed.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION and/or EXPERIENCE**

High school diploma or GED required and Bachelor's degree (B. A.) from four-year college or university, architectural or interior design school. Two to four years AutoCAD drafting experience desirable. Three to five years related experience and/or training (such as project administration or project management or interior design) may be substituted for some experience or formal education requirements. Five years related experience and/or training in healthcare construction projects. Knowledge of OSHPD submittal process and ability to identify healthcare project categories (OSHPD patient care / non patient, Non-OSHPD). Working knowledge of product lines as they apply to various healthcare settings. Familiar with various regulatory agencies (OSHPD, JCAHO) and regulations (HIPAA, ADA, UBC). Has knowledge of commonly-used concepts, practices, and procedures within. General understanding of building systems and building codes essential. Previous project-related supervisory experience required. Demonstrated ability to logistically plan all phases of the project cycle essential.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports, and business correspondence (such as proposals, quotations, letters), in English. Ability to effectively present information, written and verbal, in English, and respond to questions from groups of managers, clients, vendors, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply the algebraic and geometric concepts involved in project design desirable.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Proof of valid California state drivers’ license, and proof of insurance of an operable vehicle required.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; concentrate intensely; talk and hear. The employee frequently is required to stand; walk; and use hands to finger, handle, or feel, and operate a computer keyboard, mouse, and telephone keypad. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds with assistance and/or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock if working at client site. The noise level in the work environment is usually moderate.

Equal Opportunity Employer–minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity.