



**Title** Residential Project Manager

**Status** Full-time,

**Reports to** Chief Operating Officer

**Location** Warrenton, VA

**Schedule** 8a–5p Monday – Friday

#### Description

The Residential Project Manager oversees the entire cycle of residential projects through marketing, sales, fabrication, installation, and aftercare. The RPM is responsible for receiving clients, scheduling or performing onsite measuring and templating, submitting quotations, preparing shop tickets, coordinating with fabrication and installation teams, and closing. Digitization and automation will play a large part in future fabrication processes at Universal Stones. The RPM will also be expected to perform digital templating onsite and create shop drawings in CAD. The RPM should take pride in assisting clients by guiding them through the entire process.

#### Qualifications

- Bachelor's in Construction, Sales, or Business Management with 1 year experience, or
- Associate's in Construction, Sales, or Business Management with 2 years experience, or
- 3 years experience in Construction, Sales, or Business Management or equivalent
- Valid driver's license and reliable vehicle required
- Valid proof of employment eligibility in the U.S. required

#### Responsibilities

- Greet, register, and accompany walk-in clients through browsing and material selection
- Present to clients in detail the Scope of Work such as edges, seams, sink cut out location, sink models, etc and complete material selection form
- Compose proposal or contract with client signature and collect deposit payment
- Communicate with clients accurately and promptly throughout their project, resolving any issues that conflict with their satisfaction and company standards
- Travel to client homes to survey and take measurements as necessary
- Coordinate with fabrication and installation teams to ensure projects are completed accurately, timely per work order
- Monitor site installation procedure per company standard and arrange punch work if applicable
- Prepare close out documents and communicate thoroughly with clients the Maintenance Menu and Limited Warranty information
- Collect completed sign-sheets, conduct surveys, and refine customer service experience
- Collaborate with other team members on marketing, pricing, events, and content creation
- Maintain current knowledge of trends in products, services, and procedures
- Achieve forecasted goals and objectives

- Participate in regular meetings and training as required
- Adhere to all company safety procedures and practices all times
- Other duties as assigned by supervisor

## **Skills**

- Excellent verbal and written communication skills to work professionally and courteously with clients, co-workers, and supervisors
- Working knowledge of natural and engineered stone products
- Ability to interpret architectural, interior design, and cabinet drawings
- Ability to accurately create shop drawings and documents
- Working knowledge of drafting software such as AutoCAD or Microsoft Visio
- Working knowledge of Microsoft Office products such as Outlook, Word, and Excel
- Ability to work in a fast-paced environment with minimal supervision
- Proactively identify, address, and resolve problem areas, conflicts, and issues
- Ability to lift 25 lbs

## **Benefits**

- Performance-based commission
- Paid holidays
- Health insurance
- Annual bonus review
- Exclusive discount perks
- Mileage reimbursement per accounting policy