



# RICH AV DESIGN

## Project Manager

### **Job Description**

Project Manager is responsible for the successful completion of projects from start to finish and is responsible to ensure they are done on time, on budget, and in a neat and professional manor.

The Project Manager will work closely with the installation team(s), service team, sales team, and office staff to help make sure that everyone involved is on the same page and working efficiently on your projects.

### **Job Description / Daily Tasks Include:**

- Work with our design and office staff to review projects prior to installation to ensure that we are properly prepared and to maintain the highest level of quality possible.
- Attend weekly Rich AV Design production meetings to review all projects.
- Work with office staff to ensure we have all required parts for jobs upto 2 weeks in advance.
- Work with D-Tools to extract necessary project reports, and create change orders as necessary.
- Create and maintain Basecamp projects (todo lists) to ensure that the installation team.
- Be the point person with customers on projects and communicate with them regularly to ensure that the project goes smoothly.
- Meet on jobsites as necessary to review with our installers, as well as the customer, designers, builders, and other trades as required.
- Provide quality assurance testing of new installations prior to project completion.
- Ensure Day 1 forms are complete for all new jobs on the 1<sup>st</sup> day of beneficial use and assist of the project to service transition.
- Ensure that customer documentation is kept up to date on Zendesk, Dropbox, and other tools which we use to document customer information.
- Upon project completion review installed equipment with the customer and train them on how to use it.
- Work with office staff to ensure that all customer billing and parts used on jobs are properly accounted for and billed.
- Follow up with customers post installation to ensure they are happy and to identify any punch list items.

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**219 Shelter Rock Road – Stamford, CT 06903**  
**(203) 653-5025      [www.RichAVDesign.com](http://www.RichAVDesign.com)**