

Job title	Project Manager - Veterinary	Reporting to	Installation/CS Manager
Location	CASCO Pet USA - Ontario, CA Office/Remote Hybrid	Position type	Full time
Direct Reports: Service & Installation, Inventory & Purchasing & Sales			
<p>Job description: We are looking for an experienced Project Manager to facilitate key client projects for CASCO Pet Veterinary Enclosures. As a Project Manager your responsibilities will include managing customer timelines, production, supply chain, and meeting budget expectations. This role will also have a specific specialty focus on installation management; ensuring enclosures are delivered to customers are installed per our customers' requirements.</p>			
Key Accountabilities: Main Areas of Responsibility and Specialty Focus			
<p><u>Project Management Duties:</u></p> <ul style="list-style-type: none"> • Day to day management of customer related projects and business operations. • Day to day liaison with all clients regarding ongoing projects. • Coordination of product to ensure client receives goods that are fit for purpose and to specifications outlined. • Verifying design team drawings meet customer expectations and requirements. • Managing all special projects or relevant work. • Direct and coordinate activities of CASCO departments concerned with the production, pricing, distribution and installation of products. • Monitor inbound containers from other business units against requirements timelines, ensure projects are completed as promised. • Direct and coordinate activities of CASCO departments concerned with the in-house production. • Review of business performance, material costs, production process and sales profitability with VP of Operations through design and installation process. <p><u>Installation Management Duties:</u></p> <ul style="list-style-type: none"> • Day to day management of installation engineers and installation subcontractors. • Coordinating and arranging our field based resources including labor, transport and travel requirements. • Have a commercial understanding of the project ensuring all installs are completed on time and within budget. • Constant review of installation process to improve quality, speed and efficiency. • Liaising with the client sub-contractors and other trades on-site. • Review customer drawings to ensure all relevant information has been supplied. • Represent the business in a professional and proactive manner in all dealings with clients. • Ensure all the engineers or sub-contractors observe all Health & Safety regulations in addition to all company regulations. • Constant review of work practices and installation standards. • Weekly updates of the installation calendar. • Manage 'Daily Report' for USA business and escalate any relevant issues to the rest of the Management team. • Point of contact for any technical queries. • Recognize system deficiencies and feedback relevant information to the production team. <p><u>Helpdesk Management Duties:</u></p> <ul style="list-style-type: none"> • Coordinate required service calls with subcontractor labor when required. • Manage company CRM system to ensure actively inputting all installation cases. 			

Contacts	
External	Internal
<ul style="list-style-type: none"> • Customers • Suppliers 	<ul style="list-style-type: none"> • All departments • All subsidiaries

Role Related Expertise - Qualifications, Skills and Knowledge required
<ul style="list-style-type: none"> • Qualifications and solid experience in project and account management • Time management skills • Proactively engage projects without direct governance • Extremely organized • Degree educated in applicable field • Computer literate, Email, Internet & MS Office • Excellent IT skills across all platforms with experience of performance management and traffic management software systems. • Experienced in managing onsite and remote teams. • Able to use Microsoft Office to a high standard for budgeting, KPI and business/client analysis. • A creative and commercial thinker with proven ability to deliver to all targets - financial, commercial and management. <p><u>Personal Attributes:</u></p> <ul style="list-style-type: none"> • Possess ability to implement change and drive improvement • Strong problem-solving skills - ability to develop a solution • Highly motivated, excellent communicator • Strong organization and administration skills • Willingness to learn, improve and adapt with business needs • Ability to work under pressure to strict timescales