

# JOB POSTING

**Role:** Project Manager & Installation Inspector  
**Reporting to:** Installation Manager  
**Department:** Warehouse  
**Application Deadline:** September 30th, 2021

Since 1977 Gem Cabinets has been meeting the cabinetry needs of homeowners in Edmonton and surrounding areas, and now Gem is growing again! As a locally owned and operated family business Gem prides itself on its culture of taking care of its people. Whether that is our customers that we work hard for every day, or our employees that make what we do possible, people are at the center of everything we do. As part of our recent growth, we are looking to expand our dynamic team, and we are looking for someone with a particular set of skills.

The Project Manager & Installation Inspector is responsible for providing the field support and supervision on Retail, Custom Builder and Multi-family projects all the while workgin closely with Project & Service Coordinators. This role also provides Quality Control of the Installation Subcontractors through the inspection and reporting process of installations.

The Project Manager & Installation Inspector will work in a fast-paced semi-casual environment and play a critical role in ensuring customer satisfaction by identifying concerns, creating standards for continuous improvement through communication and coordination between departments, and meeting directly with homeowners to gather the necessary information needed to resolve issues.

## KEY RESPONSIBILITIES

- Supervise field operations and drive completions on Retail, Custom Builder and Multi-family projects
  - Work closely with Homeowners, General Contractors, Designers, Installers, Delivery Crews, Service Techs and Project & Service coordinators through project completion
  - Support field staff with any site or order related questions or concerns
  - Provide quality control report of final product
- Prepare quality control reports and send them to the QA Installation Administrator
  - Ensure each installation is performed to Gem Cabinets' Standards of Installation and note when an Installation Subcontractor is to return to a job site to complete any workmanship concerns
- Identify installation, site, safety, product, and design issues
  - Address issues on site where possible
  - Prepare a Hazard Assessment for each project and follow company safety policies and procedures on every site
  - Communicate with Site Superintendents on any site issues, site safety concerns
- Provide feedback to the Operations and or Installation Manager regarding ongoing product concerns
- Perform basic service repairs when necessary
- Communicate with Installation Manager regarding design issues

**KEY RESPONSIBILITIES (continued)**

- Communicate with Installation Manager regarding all significant Installation Sub-contractor performance and quality concerns
- Support the Installation and Sales Departments with technical recommendations for preferred installation methods
- Attend monthly safety meetings for the Installation Department
- Attend biweekly meeting with Installation Department staff
- Follow all company Policies and Procedures

**KNOWLEDGE & SKILLS REQUIRED**

- Excellent communication, project management, and organizational skills
- Expert in the fundamentals of kitchen cabinet installation
- Must be knowledgeable of cabinet manufacturing processes
- Thorough knowledge of the standard methods, equipment, materials, tools and practices of the cabinet making trade
- Is able to read, interpret and compose work orders
- Knowledgeable with flush inset appliance installations

- Must be a self-starter that can identify improvements and implement them with limited direction
- Ability to perform math; read technical information, analyze situations to define issues and draw conclusions
- Communication-verbal/written: clear, concise with fellow co-workers and other departments
- Proven ability to resolve conflict
- Strong problem solving and negotiation skills
- Ability to be diplomatic when dealing with clients
- Ability to establish and maintain good rapport with subcontractors
- Strong interpersonal, leadership, and customer service skills
- Performs consistently under pressure
- Works with other departments to identify and solve problems
- Consistently follows up on items/tasks
- Must be able to function with interruptions and deadlines
- Good organizational skills with ability to handle multiple priorities
- Good computer skills in Outlook, Word, and Excel
- Must be focused and attentive to details

If this opportunity sounds like one you might be interested in, we would love to hear from you. At Gem Cabinets all of our roles are essential to delivering an exceptional customer experience, and we pride ourselves on our culture. To apply email us at [sheriwalker@gemcabinets.com](mailto:sheriwalker@gemcabinets.com)