



## PROJECT MANAGER

After Hours Plumbing & Heating Ltd. is a Steinbach-based company that has been proudly serving Southeast Manitoba for 20 years. They specialize in providing superior plumbing and heating services for residential, commercial, and agricultural properties. Their range of services includes full-service installation, scheduled maintenance, repair, and emergency plumbing and heating. The company operates on a simple commitment: to take care of their customers, no matter the day or time.

Founded in 2004 in a small home office, After Hours Plumbing & Heating Ltd. has grown steadily over the years, expanding from two technicians to a team of 19 professionals. They have built their reputation on providing excellent service, treating each job site like their own property, and valuing their employees as family members. They never try to upsell their customers, focusing instead on protecting their customers' investments.

The Project Manager (PM) is a new position and will be crucial for ensuring the successful execution of projects. The PM oversees and facilitates various aspects of the project, from initial planning to fiscal management, communication, quality assurance, and project closure. The Project Manager also contributes to maintaining strong relationships with contractors and improving project processes, which in turn enhances the company's reputation and success in the industry. The ability to coordinate effectively and maintain strong attention to detail is key to ensuring smooth project execution, on-time delivery, and exceeding customer expectations.

### Key Responsibilities

- Plan, organize, direct, control, and evaluate projects from start to finish according to schedule, specifications, terms, and budget.
- Coordinate information between customer and service/install technicians, ensuring technicians have the proper equipment, materials and information in order to facilitate customer/project/service requirements.
- Plan, monitor, and track progress based on established schedules and milestones, allocate resources responsibly, and coordinate activities with all involved parties.
- Build strong, trust-based relationships with clients and subcontractors to foster collaboration among stakeholders.
- Conduct site visits in order to protect quality control and ensure timelines are being maintained and on budget.
- Apply critical thinking skills to address challenges that may arise during the project lifecycle, including monitoring deliverables and implementing risk mitigation strategies.
- Efficiently plan and oversee meetings.
- Establish work priorities, ensuring procedures are followed, conducting administrative activities, and maintaining ethical standards.
- Prepare and written proposals and quotes for repairs, upgrades and installation projects.
- Source project materials and pricing.
- Oversee billings, customer inquiries and warranty claims;
- Perform additional responsibilities as assigned.

## Experience and Qualifications

- 5 to 10 years of experience in plumbing, heating, cooling, gas fitting, HVAC repairs and installations in agricultural, commercial and residential sectors, with education certificates being an asset but not required.
- Demonstrated success in managing and overseeing projects of various scales from start to finish with a focus on budget management, productivity, and meeting stakeholder deadlines.
- Strong customer service skills to facilitate relationships with all customers and provide continual technical support to customers.
- Maintain and understand customer protocols and procedures.
- Ability to negotiate and resolve customer issues.
- Assist in growth and development of business with existing and perspective customers.
- Excellent communication skills and the ability to work well with others (technicians, coworkers, office staff, managers, suppliers and vendors).
- Experience in budgeting and fiscal management, including knowledge of cost estimation and tracking.
- Proven ability to work collaboratively with a variety of stakeholders, suppliers, vendors, contracts and staff.
- Strong ability to address client concerns, provide hands-on support, address risks, and implement corrective measures.
- Possesses superior organizational, communication, and project management skills.
- Apply analytical skills to break projects down into tasks and sub-tasks and pay attention to detail.
- Ability to work in a fast paced environment;
- Candidates should possess a positive attitude, be adaptable to change, and demonstrate a willingness to learn and contribute effectively within the company.

If you are seeking a hands-on Project Management role with excellent benefits and a competitive salary, we look forward to hearing from you. This is an onsite position to be a part of a great team and make a meaningful impact within a supportive. After Hours Plumbing & Heating Ltd. values integrity, a strong work ethic, and a commitment to customer satisfaction.

If you are ready to contribute to a dedicated team that takes pride in their work and values each member like family, we encourage you to submit your resume to [kam.ketler@mnp.ca](mailto:kam.ketler@mnp.ca).