**Job Description**

**ALARM PROJECT MANAGER**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**THE ARGUS GROUP**

**Purpose of Role:**

The Alarm Project Manager is responsible for the installation and administration of projects in the greater Auckland Region.

**Goals and Objectives:**

The Alarm Project Manager is responsible for developing and maintaining a strong customer base for contracts work.

S/He is required to provide pre and post-sales service to customers, develop contracts division procedures as well as act as a liaison between customer and manufacturing, sales, and field teams.

This position is highly visible and requires an overall performance that is positive, outgoing, detail orientated, with a team concept approach to managing day-to-day division operations.

To ensure that the growth and profit plan for the Auckland Alarms operation are achieved and that the Company’s customers, staff and suppliers hold the Company in high regard.

This is achieved through:

* Building strong, trusting relationships with the Argus team members, current customers
* Developing strong relationships with major clients – both current and prospective.
* Continually prospecting for new business.
* Ensuring customers are cared for with superior service whist also being aware of the company’s sales and profit targets.
* Being a strong leader and coach.

**Reporting Relationships:**

Reports to: Auckland Alarms Manager

Subordinates: Subcontract Fitters, Designers, Administrator

Functional contact: Quantity Surveyor

Financial Controller

Company Engineer

Other Company/Divisional Managers

**Duties and Responsibilities:**

Key responsibilities include:

* The project management of contracts to ensure that work is completed in a safe manner, to a high quality of install, and on budget
* Management of operational activities across the Sky City key account.
* Performing related work as required.

Examples of Key Duties:

* The implementation of goals, objectives, policies, procedures and work standards for the Auckland Alarms operation.
* Clear and concise communication between Sky city account stakeholders and Argus’ onsite staff.
* Scheduling of all activities on Sky city sites
* Monitoring of all communication pertaining to the Sky City account
* Ensure that company policies and procedures are being followed, that goals and objectives are met, and that services are being provided efficiently and effectively; take corrective action as necessary.
* Assist with the financial well-being of the division by analyzing cost effectiveness and directing cost control activities; prepare, submit and justify forecasts. Ensure all revenue and profitability targets are met.
* Responsible for managing the integrity of the division’s account receivables by ensuring that any account and customer enquiries arising from work carried out by the division are attended to promptly
* Serve as the Company representative with a variety of public, business and community organizations and foster collaborative relationships to the benefit of the Auckland Alarms operation division and the Company
* Ensure all work is adequately controlled and supervised to meet the requirements of the customers and to meet job time and cost budgets.
* Establish, recommend and implement policies to ensure quality, timely and efficient design of customer-oriented services.
* Meet with clients to determine requirements; keep the Auckland Alarm Manager informed of new trends and changes; monitor the quality and customer satisfaction of current services to ensure customer retention; recommend marketing strategies to promote volume of work necessary to maintain profitability.
* Market the company to a wide range of customers to ensure the ongoing viability of the business.
* Maintain job costing systems and to prepare monthly claims and costs to complete for contracts jobs.
* Ensure all job records are captured and invoiced correctly.
* Develop, negotiate, and provide technical and financial management of required subcontracts.
* Plan, organise, administer, review and evaluate the work of subordinate professional, technical, office support and operational staff through subordinate levels of supervision.
* Oversee the management of responsible care of company property, inventory, tools, supplies, and vehicles.
* Other duties as assigned, as required relating to the successful operation of the Auckland Alarms Operation.

**Performance Measures:**

The performance of the Alarm Project Manager will be measured through monitoring and reporting on the KPI’s developed and agreed within the Northern Region Contracts operations Business Plan. This role is functionally split between Auckland Minor Works (80%) and Sky City Account (20%) until such time that a suitable replacement can be found – maximum expectation for is 6 months.

In addition, the Manager’s performance will be measured on the following factors if these are not already covered within the KPI’s:

* The level of profit achieve against the profit planned.
* The level of financial control in relation to the authorised limits
* The quality of training and staff development in the Northern Region Contracts operation
* The standard of housekeeping and plant maintenance achieved throughout the vehicles, plant and equipment and offices of the Northern Region Contracts operation.

The following less tangible factors will also be taken into account:

* Leadership and commitment to The Argus Way
* Loyalty to the Company
* Enthusiasm and drive
* Acceptance in the community generally, associations, clubs and his social activities generally.

**Key Technical Skills and Knowledge:**

* Extensive experience and knowledge of the fire protection industry.
* Understanding and demonstrated experience and capability in the principles of leadership.
* Financial literacy.
* Computer literacy.