



Project Manager

At My Tailored Move, we are dedicated to providing exceptional organizing services to our clients. Project Managers play a vital role representing My Tailored Move to clients, family members and vendors. They are integral in maintaining a positive work environment for all employees. Project Managers are the main contact with clients and may work closely with professional movers, refuse removal companies, estate sales professionals and realtors.

Objectives of this role:

- Maintain company standard and culture with exceptional customer service and effective management of employees
- Ensure maximum performance, by providing purpose, direction, and motivation to project team
- Lead projects from planning, identifying schedules, scopes, understanding/change/clarification and implementation plans, including risk mitigation
- Coordinate service associates, client and vendors to ensure that projects adhere to scope, schedule, and budget
- Analyze project status and, when necessary, revise the scope, schedule, or budget to ensure that project requirements can be met with the approval and oversight of the Owner
- Maintain relationships with relevant client stakeholders, providing day-to-day contact with Owner and stakeholders on project status and changes

Responsibilities:

- Provide one on one support to clients with organizing, downsizing and move management services
- Manage scope during the project lifecycle, including keeping client informed of costs and any adjustments to original quote
- Maintain partnerships with third-party resources, including vendors
- Work with the Owner to ensure sufficient staff and supplies for each shift
- Manage shift schedules in coordination with client's needs and preferences

- Coordinate staff on site for each day's shift to maximize efficiency and customer satisfaction
- Report project outcomes and/or risks to the Owner and escalate issues, as necessary, according to project work plan

Required skills and qualifications:

- Superior skills in emotional intelligence, communication, listening skills
- Calm, competent demeanor including the ability to create a calm environment for staff and clients.
- Proven aptitude and interest in tidying, cleaning, organizing
- History of project management, planning, managing vendors, timelines, risk management and personnel management
- Strong attention to deadlines, budgetary guidelines and managing overall workflow of any given project
- Proven success working with all levels of clients and vendors
- Ability to lift 30 pounds at a time and lift lower weights repeatedly during a work shift
- Personal car required, mileage is reimbursable on taxes

Preferred skills and qualifications:

- Experience in coaching project team members to support and strengthen their abilities and skill sets, cultivating a positive work environment
- A love of older adults