



## Job Description

<b>Job Title :</b>	<b>Project Manager Assistant</b>
<b>Department:</b>	<b>Administration</b>
<b>Reports to:</b>	<b>Office Manager / Project Manager</b>

### Position Overview

The Project Manager Assistant provides support to the Project Manager by coordinating project activities related to any and all projects. The position's main duties are to ensure the continuity and efficiency of each project from start to finish through clear communication to all parties involved. The Project Manager Assistant handles multiple projects within a fast paced environment and is open to constant changes and challenges. The ideal candidate will be highly organized and able to manage multiple projects at once in the absence of day-to-day guidance.

### Job Duties

- Effectively communicate with property owners/managers/tenants, subcontractors and insurance adjusters
- Assists Project Manager with the successful full cycle of assigned projects; from initiation to completion, including receipt of payment if necessary
- Ensures all project documentation is accurate and uploaded into internal and external claims systems
- Assists project with customer communication and interactions
- Ensure work authorization, completion certificates and all other required documents are obtained from client
- Ensure work order tasks and purchase orders are completed and uploaded in a timely manner
- Invoicing is completed accurately in line with client protocols
- Support outstanding receivables
- Acts as a liaison between the customer and Project Manager to ensure project success
- Address questions/concerns throughout the project
- Perform tasks required by the Project Manager in support of project needs
- Be aware of all aspects of the scopes of work so proper assistance to the Project Manager can be provided
- Responsible to track project changes and produces updated schedules
- Review project information and compile schedules in a timely manner
- Tracks the progress of all new and ongoing projects and maintains up-to-date notes
- Coordinate mitigation/restoration work with in-house staff and sub-trades
- Prepare and/or edit internal scopes of work, estimates, budgets, letters, faxes, memos and emails
- File all project documents appropriately (hard and soft copies)
- Organize, compile and submit support documentation on completion of project
- Submit any required information to the client as directed by the Project Manager
- Report to the Project Manager for all issues
- Be capable of short term coverage for the project in the event of Project Manager vacations



or absences

- Assist with reception relief as needed
- Provide excellent customer service
- Work under time constraints to meet specific timelines
- Ensure attention to detail and keen sense of safeguarding other people's property and information
- Participates in and demonstrates an understanding of safety principles and practices; follows all safety policies and procedures to support a safe working environment, including safe operation of machines and equipment
- Comply with all **BELFOR** policies and procedures, as well as legislative requirements
- Proactively communicate job site conditions and concerns that may or are affecting completion of the job to the appropriate person
- Attend all **BELFOR** sponsored training courses

### **Qualifications**

- Post secondary administration courses / certification
- 1+ year prior restoration experience, insurance and/or construction coordination
- Knowledge of Xactimate and/or XactAnalysis, preferred
- Manage sensitive information appropriately and maintain confidentiality
- Strong aptitude to work within deadlines
- Integrity, honesty and responsibility with a desire to contribute to a team
- Highly organized with attention to details
- Comprehensive understanding of customer service, principles and practices
- Eligible to operate a motor vehicle per **BELFOR's** vehicle policy
- Ability to work within a team or independently as needed
- Strong written and verbal communication skills
- Proven ability to multi-task in a fast paced environment
- Basic computer and/or tablet/iPad experience
- Intermediate computer and/or tablet/iPad experience with Microsoft Office programs such as Excel, Word and Google Suite
- Willing to work evenings, on call and weekends when requested
- Periodic travel may be required
- Criminal Record Check

### **Physical Demands**

- Frequent lifting from 5-40 lbs, unassisted (from 35-65% of the time)
- Occasional lifting from 41 lbs +, assisted (up to 50% of the time)
- Access and mobility in tight spaces
- Sustained periods of standing, sitting, walking, bending, and kneeling



**Disclaimer**

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.

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Employee Signature

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Date

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Employer Signature

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Date

ACCESSIBILITY STATEMENT (AODA IN ONTARIO) BELFOR (Canada) Inc. is committed to providing a barrier-free work environment in concert with the provincial guidelines for accessibility (Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Ontario Only). As such, BELFOR (Canada) Inc. will make accommodations available to applicants with disabilities upon request during the recruitment process.

HUMAN RIGHTS STATEMENT BELFOR (Canada) Inc. strives to ensure that its employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, BELFOR (Canada) Inc. will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.