



*Mammoth Fire Alarms*

*Incorporated*

*176 Walker Street, Lowell, MA 01854*

## **PROJECT MANAGER**

Mammoth Fire Alarms, Inc., a premier distributor of life safety equipment and services for over 25 years, is seeking Project Manager candidates. As a project manager, you will be responsible for the successful outcome of all engineered systems sold by the MFA system sales team. These projects are sold to electrical contractors who are installing systems designed by MFA. These projects may be based on an engineered specification from an engineering firm or design build by the electrical contractor.

### **Key Responsibilities:**

- Responsible for the workflow and successful outcome of each project.
- Oversee project planning and timeline of technical work to ensure an efficient workflow and quality.
- Works in conjunction with the system sales rep to act as a customer contact which will include site evaluations, attend project site meetings, address customer complaints etc.
- View warranty claims and requests from contractors and work with the sales rep to resolve.
- Oversees work in progress with the field technicians and inventory required to complete open projects.
- Perform customer follow-up on status of projects in progress/completed.
- Oversee technician use of time and resources to provide efficient and cost-effective service to complete projects.
- Communicate technical information effectively to the assigned technician on projects.
- Make decisions where procedures and processes are not clearly defined.
- Contribute to system improvement process.
- Accomplish organizational goals and obtain results.
- Initiate, expedite, follow through to project completion

*“Servicing the installer before and after the installation”*

*[www.mammothfire.com](http://www.mammothfire.com)*

*SALES (978) 934-9130 • 1-800-995-9808 • FAX (978) 934-9131*



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- Positively react to change in environment, process and people with a strong work ethic.
- Review all paperwork supplied to technicians such as CAD prints and submittals. Ensure the technician has all necessary paperwork and information to complete a project.
- Ensure that assigned technician achieves complete customer satisfaction 100% of the time by performing work in a professional, timely and approved manner.
- Accompany technicians to site when needed to escalate work and ensure project completion.
- Visit job sites in the field to train customers when needed, attend meetings and quality check technicians work and check on job status.
- Perform other duties as assigned.

Send your resume to [Todd Pelland](#)

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