

Projects Supervisor Job Description

Job Title:

Projects Supervisor

Department Code:

Franchisee, Operations, Projects Sales,

Reports to:

Country Manager

JD Approved By:

Sedar International Franchise Unit

Location:

Franchisee Area

Outlined below is the duties and competencies of the role, all thought this list is comprehensive it is not all inclusive and other duties which are deemed appropriate for the role should be carried out.

In additional any task allocated by the management from time to time should be performed as part of the responsibility of the employee.

JOB SUMMARY

This role contributes to the success of the Company by actively working to:

▣ **sales manager:**

- ▣ Develop and implement efficient sales strategies through activities including;
 - Identifying key partners (Interior Designers, Architect, Real Estate Developers and Corporations) and develop strategic partnerships;
 - Develop sales plans and forecasts to achieve budgets;
 - Meet Customer expectations by ensuring Sedar Brand Promise is met consistently;
 - Ensure Sedar is included in all request for tender for all Window Décor products across the region;
 - Develop effective processes in place to identify customers, evaluate tenders, prepare estimations and project manage converted orders;
- ▣ Liaise with all departments to ensure the projects are scheduled in to the demand plan at the earliest opportunity to ensure effective delivery of the project;
- ▣ Coach and Mentor all employees to ensure all employees know the importance of customer requirements;
- ▣ Manage the project sales team to ensure the customer expectations are fulfilled while working with other departments on cost effectiveness;
- ▣ Liaise with the Country Manager to sure the required resources are in place to support future organizational requirement;

▣ **Technical Engineer:**

- Preparing, scheduling, coordinating and monitoring the company projects
- ▣ Monitor compliance to applicable codes, practices, QA/QC policies, performance standards and specifications.
- ▣ Taking all the measurements required in the project.
- ▣ Practice programming the types of curtain motors so that they work perfectly.
- ▣ Interact daily with the clients to interpret their needs and requirements and represent them in the field.
- ▣ Perform overall quality control of the work (budget, schedule, plans, personnel's performance) and report regularly on project status.
- ▣ Assign responsibilities and mentor project team.
- ▣ Cooperate and communicate effectively with project manager and other project participants to provide assistance and technical support.

- Reviewing final project deliverables.
- Communicate and communicate effectively with installation workers to ensure safe and efficient work practices and high-quality service to our customers.
- Ensuring the day-to-day goals of the installations department are implemented to meet the scheduled deadlines, work quality and customer service standards set by the Installations.
- Manage and advise installers of any problems.
- Ensuring company vehicles and tools are kept safe and in good working condition.
- Assisting the Installations Manager as and when required.
- Assist on Installations as and when required e.g. onsite lifting assistance for large projects, to ensure installations deadlines are met etc.
- Checking that health and safety standards are met throughout the day with installation workers.
- Interacting with the customer as required and providing a high level of customer service to communicate progress, ensure work is achieved to their remit and an excellent customer service relationship is established.

KEY DUTIES AND RESPONSIBILITIES includes but not limited to following:

Key Performance Area 1: Leadership

Key Result Activities:

- Provide consultation and guidance to all employees on project sales and meeting the customer expectations best approach to meeting all KPI's;
- Create a working environment where the strengths and skills of the team are utilized to the benefit of the employee and business;
- Identify talent in the team to identify future leaders;
- Ensure all employees in the team are aware of the roles and how they are to
- – Customers/Project Sales Supervisor to ensure customer expectations are met;
- Develop strategic alliances with external decision makers in specifying agencies;

Support the other functions to demonstrate the Sedar Competencies to all our stakeholders;

- Ensure budgets and expenditure is controlled in a positive way showing a suitable level of freedom while managing expectations of all stakeholders;
- Liaise with external bodies assist in meeting the customer expectations;
- Project Management of all activities, projects or initiatives implemented;
- Act as a role model for all employees demonstrating the expected behaviours of the Sedar Family.

Key Performance Area 2: Planning and execution

- Prepare and implement the annual Budget to achieve owner and Sedar International expectations;
- Ensure all project sales, functional and individual KPI's across the function are inline with the 1, 3, 5, year strategic plans;
- Plan and implement strategies to ensure project sales through efficient sales, production and logistics practices;
- Use best available technologies to plan the best use of resources across the function ensure cost effectiveness at all times;
- Develop relationships and sales plans for projects 1-2 years away from completion;
- Implement best practice in project management to ensure compliance with customer expectations and to demonstrate competence;
- Provide timely follow up and information to internal and external stakeholders to ensure compliance with strategic plans, KPI's and operational concerns;
- Plan and implement a structured meeting schedule for all stakeholders to ensure all are up-to-date at all times on the status of the campaigns and the marketing plan performance

- Plan and review all operational excellence projects to ensure continual improvement;

Key Performance Area 3 Business Requirements

Key Result Activities:

- Ensure monthly performance reports are prepared and issued to the Head of Sales including;
 - Monthly performance of current sales including conversion analysis;
 - Monthly report on announced projects;
 - Monthly report on strategic alliances developed;
 - Monthly performance against project delivery expectations;
 - Monthly KPI performance analysis;
 - Update of any ERM and Internal Audit activities;
- Implement cost reduction projects across the project sales functions ensuring effective utilization of resources
- Ensure all expenditure is within planned budgets;

Key Performance Area 4 Colleague development and Team building

Key Result Activities:

- Work with internal and external stakeholders to understand the development needs of all employees and create a culture of continual personal development;
- Promote the sharing of good practices among the project sales team;
- Monitor all employee's performance and provide mentoring/coaching to ensure the optimal performance is maintained by all employees;
- Ensure a culture of supportive collaboration is implemented across the project sales function with customer focus as the key focus;

QUALIFICATIONS: Education and Experience

Education:

- Bachelor's Degree from a recognized University or Institute in a Architect or interior design.
- Qualification in sales and project management.

Languages –

- English - Fluency required in both spoken and written form;
- Arabic - Fluency required in both spoken and written form;

Experience:

A minimum of 8 years' experience within a Retail/Production organization in the market. At least 5 years in a supervisory position.