



Southeastern Architectural Systems

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Charlotte, NC 28273

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Position Title: Project Manager (PM)

Department: Contract Operations

Reports To:

- Project Executive – Sales Operations Manager (Customer/Sales)
- Project Executive – Systems Operations Manager (Execution)

Works Closely With:

- SGG Operations Manager (for all Glass & Glazing related scopes)

Position Summary

The Project Manager (PM) is responsible for the successful execution of assigned projects from turnover through closeout, ensuring projects are delivered safely, on schedule, within budget, and in alignment with SEAS standards.

The PM serves as the primary point of accountability for both **project performance and customer experience**, operating within a dual-reporting structure:

- **Systems Operations:** Focused on execution, process adherence, scheduling, and organization
- **Sales Operations:** Focused on customer relationships, communication, and opportunity awareness

For projects involving SEAS Glass and Glazing (SGG) scopes, the PM works in coordination with the **SGG Operations Manager** to ensure proper execution, vendor alignment, and adherence to SGG-specific processes.

Primary Responsibilities

1. Project Execution & Delivery

Aligned with Project Executive – Systems Operations Manager

- Manage all aspects of project execution including:
 - Schedule development and maintenance
 - Budget tracking and cost control
 - Procurement and vendor coordination
 - Submittals, RFIs, and document management
 - Change order management
 - Project closeout
- Ensure adherence to:
 - SEAS project management systems
 - Microsoft Teams project organization standards
 - “Follow By All” (FBO) internal procedures

- Maintain accurate and up-to-date project documentation.
 - Proactively identify and mitigate project risks.
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2. Customer Management & Communication

Aligned with Project Executive – Sales Operations Manager

- Serve as the primary point of contact for customers during project execution.
 - Maintain strong relationships with:
 - General Contractors
 - Owners
 - Design team representatives
 - Ensure timely and professional communication regarding:
 - Project status
 - Schedule updates
 - Issue resolution
 - Support overall customer satisfaction and long-term relationship development.
 - Identify potential future opportunities or additional scope within active projects.
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3. Financial Management & Reporting

- Manage project financial performance, including:
 - Budget adherence
 - Cost tracking
 - Forecasting and cost-to-complete projections
 - Change order pricing and execution
 - Ensure accurate and timely financial reporting in accordance with company standards.
 - Work within established systems and processes to provide reliable financial data.
 - Identify financial risks early and communicate appropriately.
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4. SGG Project Coordination (When Applicable)

In collaboration with SGG Operations Manager

- Coordinate all glass and glazing-related scopes, including:
 - Vendor selection and coordination
 - Submittal process execution
 - Procurement timelines
 - Installation sequencing
 - Ensure alignment with SGG-specific workflows, tools, and expectations.
 - Identify and communicate any gaps, risks, or execution challenges related to SGG scopes.
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5. Collaboration & Cross-Functional Alignment

- Work closely with:
 - Preconstruction for project turnover and scope clarity
 - Sales Operations for customer alignment and expectations
 - Systems Operations for process adherence and execution standards
 - Contract Admin for contracts, vendor setup, documentation and financial reporting
 - Ensure all stakeholders are informed and aligned throughout the project lifecycle.
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6. Organization & Systems Discipline

- Maintain a high level of organization across all projects.
 - Utilize company systems effectively, including:
 - Microsoft Teams
 - Scheduling tools
 - Financial tracking systems
 - Ensure all project files, communication, and documentation are properly maintained and accessible.
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Key Performance Expectations

- Projects delivered on schedule
 - Projects delivered within or above target margin
 - Accurate financial forecasting and reporting
 - High level of customer satisfaction
 - Adherence to SEAS systems and FBO procedures
 - Organized and well-documented project execution
 - Effective coordination of vendors and subcontractors
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Reporting Alignment Summary

Leadership Role

Project Executive – Systems Operations

Project Executive – Sales Operations

SGG Operations Manager

PM Responsibility Alignment

Project execution, scheduling, organization, process adherence

Customer relationships, communication, opportunity awareness

Glass & glazing execution, vendor coordination, specialized processes