



Field Project Manager – Division 28

American Direct is a growing organization with more than 25 years of experience providing all-in-one door and access control services from pre-construction and logistics to installation, training and support. We are experts at delivering security solutions at the physical door opening of any building. For more information about our organization please visit: www.americandirectco.com

We are looking for a **Field Project Managers Division 28** to join our **Project Management** team in Houston, TX, Lenexa, KS and Tempe, AZ. American Direct is looking for motivated individuals to help our organization continue its expansion across the country. If you have the experience and qualifications outlined below, we want to hear from you!

Job Profile

The Field Project Manager Division 28 will be responsible for supporting and completing the execution of security/low voltage related projects for our clients. This position must provide excellent customer service and maintain strong professional relationships with our clients, vendors, partners and fellow employees. The role is versatile in that it will encompass both new installations as well as working with and building an existing customer base with support needs.

This position provides moderately complex technical support and assistance to staff and customers via email, phone, and/or other remote methods. The position requires solid knowledge of software, security and low voltage systems as well as strong communication skills and organizational/multi-tasking capabilities to successfully support our team of technicians and Field Project Managers. Supports both internal software platforms as well as external customer applications.

Essential Duties and responsibilities

- Addresses and responds to customer inquiries on products and services.
- Coordinate and schedule service calls with internal and external staff.
- Available to answer questions and provide field help on customer sites working both solo and with various Div 28 personal.
- Document's client interactions, including details of inquiries, complaints, comments, and actions taken.
- Monitors and maintains internal software platforms used in the completion of our work. (ERP, ZEN, Client Link)
- Support and maintain systems containing financial results, physical progress, productivity, changes in scope, and other project related issues. (ERP, ZEN, Client Link)
- Provides documentation, reports and information to the appropriate team members.
- Possesses an understanding of the organization's products and services, but escalates more complex inquiries.
- Interfaces with customers, architects, contractors, engineering, etc. to help resolve situations.
- Works on both new and existing customer sites to implement projects as needed.
- Work effectively as a team contributor on assignments.

- Maintain excellent relationships with customers, owner representatives, co-workers, site superintendents, etc.
- Coordinate equipment ordering and providing information to field personal.
- Attend and participate in project meetings. Perform quality work within assigned deadlines with and/or without direct supervision.
- Interact professionally with other employees, customers, suppliers, vendors, etc.
- Understands the need for communication and coordination of work efforts with other team members, departments, or organizations.

Job Locations

- We are looking for Field Project Managers Division 28 in the following locations:
 - Tempe, AR
 - Houston, TX
 - Lenexa, KS

Position Requirements

Required Skills

- A minimum of 5 years of related experience
- Commercial Access Control experience
- Understanding of the software platform
- Video Platform, IP video security systems, networks structured cabling experience
- Experience pulling cable and installing switches and electronic devices
- A/V – Audio/Video experience
- Field Experience

Abilities

- Excellent communication, interpersonal and problem-solving skills
- Excellent organizational and technical skills
- Ability to adapt to changes in the work environment
- Ability to demonstrate accuracy and thoroughness

Preferred Skills

- Experience in the construction industry with emphasis in the specific fields of Doors, Frames, Hardware and Specialties will be desirable
- BS Degree

EEO/Minorities/Females/Disabled/Veterans