



Pacific Studio is looking for a **Service Manager** to join our team! The **Service Manager** is responsible for managing, manufacturing and installing all aspects of Warranty, Service, and Small Projects from handoff by the client to the successful installation of the project.

Success means meeting the schedule, the budget and the expectations of the client, contract, and strategic goals of P.S. This position is our service desk.

Essential Duties and Responsibilities:

Plan the project

- In collaboration with the Sales team, client, and senior management, define the scope of the project.
- Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project: pre-planning, means & methods determination, installation planning, and coordination with sub-contractors.
- Evaluate the sales contract, and determine the resources (time, money, equipment, etc.) required to complete the project
- Develop a schedule for project completion that effectively allocates the resources to the activities.
- Review the project schedule with senior management and all other staff that will be affected by the project activities; revise the schedule as needed.
- Recognize and maintain the objectives and measures upon which the project will be evaluated at its completion.
- Ensure that all project details are clearly defined and understood; communicate fabrication process to assigned fabricators to accomplish a successful build.

Client Relations

- Represent Pacific Studio during client/design reviews and installations.
- Act as primary Client liaison throughout the life of the project. Ensure client needs are addressed.
- Ensure client needs are communicated to the core project team. Ensure that core project team supports the goals of the client.

Staff the project

- In consultation with appropriate management, determine core team for the project.
- Keep the project on time and on budget, making adjustments as needed throughout the life cycle of the project.
- Ensure that all project staff are communicated with consistently and proactively throughout the project.
- Contract qualified subcontractors to work on the project as appropriate: negotiate contracts, payment schedules, and deliverables.

Manufacturing Process

- Participate in “engineering” processes including determining means and methods, materials used and identifying subcontract operations; complete a revised engineered plan with the team.
- Identify prototyping needs and manage prototyping process.

- Administer take-offs to ensure proper materials are selected and procured on time (work with Technical Coordination and Purchasing as needed).
- Track and take custody of project specific materials once they have been received by the Purchasing department.
- Work closely with detailing department to create shop drawings if needed, and with skilled team members to create samples/prototypes; ensure drawings and samples/prototypes stay within the project budget and schedule.
- Engage in manufacturing activities including, but not limited to, interpreting plans, cutting, assembling and modifying parts, installation, prototyping, and sampling.

Implement the project

- Facilitate meetings with client, designers, general contractors, and in-house production staff, while maintaining a high level of professionalism.
- Execute the project according to the project plan.
- Maintain all project documentation including, but not limited to, signed master contract, signed subcontracts, subcontractor insurance, bonds, meeting agendas/minutes, and approved client submittals.
- Maintain project documentation and information for warranty support.
- Manage Installation: plan and schedule staff travel to site/accommodations; execute trucking exhibits to site; ensure safe work site for staff and general public; handle building permits and inspections (structural, electrical, fire); keep client informed of progress, resolve concerns, etc. Be physically present for installation as needed.
- Utilize PS database software (Epicor) to ensure that all project information is appropriately documented and secured.
- Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards.
- Make project purchases following established Pacific Studio protocol while maintaining the project budget.

Control the project

- Report on the project to management and to clients.
- Monitor and approve all budgeted project expenditures; ensure that all financial records for the project are up to date.
- Balance end of month budget and work effort to properly invoice client, per contract and per client format, and to adhere to P.S. accounting standards.

Evaluate the project

- Ensure that the project deliverables are on time, within budget and at the required level of quality.
- Evaluate the outcomes of the project as established during the planning phase.
- Facilitate project review meetings, and ensure that all process improvement information is documented for future projects.

Qualifications Required:

- Project management experience in a manufacturing environment
- Experience estimating, accounting/billing, contract negotiations and scheduling
- Substantive experience in the domains of fabrication, exhibit design, labor allocation, installation, logistics, and personnel management

- Broad understanding of carpentry, metal fabrication, plastic fabrication, rigging/heavy lifting, work site safety procedures, time keeping, electronics, mechanics, painting/finishing, and graphics processes
- Basic shop math skills (decimals, fractions, equations)
- Experience working from shop drawings
- Experience with office and enterprise software including or similar to MS Word, Excel, Project, and manufacturing software
- Some familiarity with AutoCAD or similar software
- Basic understanding of contract laws and components
- Business math and writing skills
- Experience reading and understand construction drawings
- Knowledge of production methods for graphic signage, wood and metal fabrication
- Basic knowledge of electronics, AV equipment, lighting of exhibit galleries
- College level education in related field
- Ability to travel out of town, state, and country for extended installations
- Must be able to communicate easily and clearly in English, both written and spoken
- Must be able to legally work for any employer in the United States of America

Qualifications Desired:

- Previous project management experience in an art/production/manufacturing type environment
- Basic experience with Epicor
- One year of experience as a Fabricator for P.S.
- Ability to work with metric measurements
- Three to five years of previous experience in a custom fabrication shop

Pacific Studio is a nationally-recognized Museum Exhibit Design and Fabrication Company, dedicated to producing unforgettable experiences. Pacific Studio provides a competitive benefits package and a culture that promotes employee performance and success. Benefits include generous medical, dental and retirement options, two weeks of leave per year, with 7 paid holidays.

How to apply:

If interested in this position, please e-mail your resume to careers@pacificstudio.com.

NO PHONE CALLS PLEASE.

Pacific Studio is an equal opportunity employer and we will not discriminate against any individual, employee, or application for employment on the basis of race, color, marital status, religion, age, sex, sexual orientation, national origin, handicap, or any other legally protected status recognized by federal, state or local law.