



## Fusion Design Consultants Project Manager Role

Fusion Design Consultants, Inc. is a seasoned, successful commercial interior design firm. We are located in Boston's Innovation District -- a short walk from South Station.

Fusion Design Consultants is a positive, collaborative creative organization that thrives in a fast-paced environment. We are committed to designing exceptional workplaces that both improve the lives of ever-changing workforces and contribute to our client's business success. We strive to provide inspirational design and experiences with each project for each client.

Fusion offers a competitive salary and comprehensive benefits package including paid time off, paid holidays, health insurance, dental insurance, vision, life, short and long-term disability, matching 401(k) plan and professional development reimbursement.

We are currently seeking an experienced and accomplished Project Manager to manage and lead our Creative Services team.

### **The Purpose of the Project Manager**

The Project Manager's role is to plan and manage commercial interior design projects that improve the lives of our client's ever-changing workforces, contributes to their business success, and provides an inspirational design experience with each project for each client. The Project Manager ensures projects are planned, managed, and delivered on time, on budget, to client specifications, and compliant with Code, Industry and Fusion Design Consultant's standards.

### **Role Details**

- Project Ownership
  - In a meeting with the Project Principal, the Project Principal will impart to you all client requirements and wants for the project, informing, equipping and empowering you to plan and execute the project autonomously and successfully meeting all project success criteria.
  - This may include becoming the primary point of contact for the client, and responsibility for changes of scope or additional services being offered to the client.
- Project Set Up
  - Promptly and thoroughly set up every project in Ajera (FDC's ERP platform) as soon as it is "sold" or "closed" or as soon as you take ownership of it.
- Project Planning
  - Using the Project Scope, develop a comprehensive project plan, compliant with and taking advantage of FDC's Core Project Management Process, that meets all project success criteria and enables clear expectations to be set for both the client and project team. The project plan includes:
    - Scope of work describing and explaining the services, work product and results FDC will provide.
    - Budgeting, detailing all resources and costs. The budget should ensure all client requirements and wants as detailed in the agreement are efficiently met or exceeded with the least expense possible.
    - Staffing detailing all project team members, including outsourced consultants (aka contractors.)
    - Schedule including all activities, milestones, and deadlines (for both client and FD project stakeholders.)



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- Pricing & Profit ensuring that client fee and FDC profit expectations are met.
- Client management
  - Set all relevant expectations with the client directly or with the Project Principal ensuring they understand and are agreeable and committed all details.
  - Throughout the project, keep the client updated on all relevant project status and progress so they remain informed and confident. Update directly if you are the primary point of contact or via the Project Principal.
  - Opportunities to enhance the value by increasing the scope or adding additional services. Ensure client has agreed in writing to all scope changes or additional services before providing.
- Project Team management
  - The Kick Off Meeting
  - Ensure every member of the Project Team, including “consultants (contractors or project employees) thoroughly understand the project Scope and Plan.
  - Ensure every Project Team member thoroughly understands and is committed to delivering on their role, including:
    - FDC process(es)
    - Their activities and deliverables
    - The schedule and all milestones and deadlines.
- Performance Management (actual to plan and corrective action)
  - Ensure all required project data is entered into Ajera on a timely basis. Review project status-progress as needed to ensure it meets all success criteria. Identify any actual to plan negative variances or other issues and problems and promptly notify all relevant project personnel, and address and resolve.
  - Notification could include:
    - The client, directly if you are the primary point of contact
    - The Project Principal, so they can advise on addressing and resolving, including notifying the client
    - Project Team personnel necessary to address and resolve.
- Sales (Lead Generation, Opportunity Development, and Upselling)
  - During the execution of a project, you may identify opportunities to provide more value to the client, in the form of increased Scope of Work, Additional Services (and work product), new projects, or new leads or prospects that work for the Client organization.
  - Take the initiative to promptly notify the Project Principal so they can pursue, qualify and develop.
  - You may also have the opportunity to create and participate in Proposals and Presentations
- Professional Development
  - FDC provided events
  - Client and industry events
  - FDC professional development and advancement planning
  - Providing professional development to FDC personnel when qualified and available
- Processes Owned
  - PM Process including Ajera Project Command Center



## Fusion Design Consultants Project Manager Role

- Production Process
- Required Process Expertise
  - Design Process
  - Business Development

### **Key Performance Indicators**

- To specification, on time, financially successful project execution.
- Revenue generation by billable hours.
- Project set up, monitoring and reporting as required
- Client satisfaction
- Project Team success

### **Reports To**

Principal Project Management Director