



**ROYAL MECHANICAL SERVICES, INC.**  
**19175 METCALF AVENUE**  
**STILWELL, KS 66085**  
**(913) 897-3436**

**DATE:** 11/05/24

**JOB TITLE:** Facilities Project Manager I

**FLSA CLASS:** Non-Exempt (Hourly)

### **1.0 JOB DESCRIPTION SUMMARY**

The Facilities Project Manager I is responsible for managing contracted facilities work for our growing number of enterprise retail clients. This individual requires experience with service requests in a facilities management, call center, insurance, or similar work environment. The work is highly transactional with the core responsibility of coordinating client service requests with ROYAL subcontractors and vendors. The work includes the execution and management of on-demand service orders, scheduled services, and contracted project work. All work must be executed and completed accurately on a timely basis within established profitability targets.

### **2.0 REPORTING RELATIONSHIPS**

This position reports to either the Facilities Department Manager or the Facilities Account Manager.

### **3.0 REQUIREMENTS**

#### **EDUCATION/EXPERIENCE:**

- High school diploma or equivalent is required; College degree preferred.
- 3 - 5 Years+ of customer service experience is required.
- 1 - 2 Years+ of project management experience required.
- 1 – 2 Years+ of work experience in facilities management, call center, insurance claims or similar.
- Knowledge of the U.S. retail and facilities industries is preferred.
- Experience with facilities management software such as Corrigo, FacilitySource, or ServiceChannel is preferred.

#### **SKILLS, KNOWLEDGE, ABILITIES:**

- Working knowledge of retail facilities service delivery processes and systems.
- Process and project management skills.
- Strong understanding and efficiency using Microsoft Office Suite, emphasis on Excel.
- Computer database management and data entry skills.

- Effective Planning and organizational skills.
- Effective written, electronic, and interpersonal skills.
- Client communication and relationship skills.
- Subcontractor and Vendor management skills.

#### **4.0** **DUTIES AND TASKS**

- Manage daily client Service Orders with ROYAL teammates, subcontractors, and vendors.
- Maintain your activity dashboard and update resolutions daily.
- Act as the liaison between ROYAL teammates, subcontractors, and vendors to maintain client specifications while meeting client Service Level Agreements (SLAs).
- Manage and ensure that Service Orders as well as project activities are delivered timely according to scope, schedule, and within client Do Not Exceed (DNE) expenditure limits.
- Submit completed Service Orders for Quality Assurance within fourteen (14) days.
- Continually seek and identify opportunities to improve customer satisfaction as well as overall operational efficiency for ROYAL.