

Position: Manager of Project Management and Operations

Location: Amsterdam

Job Summary: The objective of the manager of project management and operations is to facilitate the successful development, planning, and execution of projects for retail clients. This is achieved by ensuring that the local teams are utilizing the idX fundamentals in leading the project management, manufacturing, distribution, and field support disciplines. The manager of project management and operations establishes the standard for customer communication and facilitates his group's ability to act as the customer's advocate. In addition, this individual will lead specific continuous improvement, cost savings, and standardization efforts within the division. The success of this position will be measured by customer feedback regarding our performance, additional sales procured from existing customers, the addition of new customers who are sold on our project management/customer service capabilities, operational and financial results, and the improvements that occur due to the continuous improvement initiatives.

Primary Duties:

- Manages day-to-day project management and customer service activities.
- Facilitates the continuous upgrading of the project management and customer service team. The upgrading is accomplished by recruiting better talent from outside the company and by investing in training for existing team members.
- Ensures idX fundamentals are followed.
- Leads the manufacturing team to ensure product quality, manufacturing efficiency, and on-time delivery requirements are met.
- Support sales initiatives by providing a strong presence during customer presentations.
- Leverage the use of state-of-the-art-technology to maximize internal efficiencies and increase our effectiveness in developing solutions for our customers.
- Actively participate in developing and achieving strategic objectives.
- Assume the role of project manager for new high profile accounts or projects as required. Establish the process, develop the relationship, and then turn it over to a project manager.
- Work with each project manager/customer service person to develop performance measurements for each customer based on that customer's unique requirements.
- Be the problem solver for your group. Work with your peers within the division to resolve issues.
- Facilitate regular meetings with your team to ensure that all projects are on track.

Education Requirements:

- Bachelor's Degree or equivalent experience

Qualifications:

- Minimum of four years' experience in a senior level project management/customer service managerial position in a manufacturing (store fixture preferred) environment.
- Extensive experience supporting customer initiatives with a proven track record of attaining a high level of customer satisfaction.
- Mid-level technical expertise including the ability to support and enhance new design and value engineering efforts.
- A demonstrated understanding of manufacturing processes (wood and metal preferred) is required.

- The ability to create and maintain computer spreadsheets is required with an understanding of ERP fundamentals preferred.
- Must be multi-tasked, able to take independent action, a problem solver, and possess excellent verbal and written communication skills