DESIGN | BUILD | RESTORE

HAVEN BUILDERS

POLICY AREA: Production **POLICY NO:** V.4

POLICY NAME: Construction Project Manager **PREPARED BY:** K. Brandl

PAGE: 1 of 3 **DATE:** 2/4/26

PURPOSE: Provide a detailed job description for the Construction Project Manager

REPORTS TO: President

SUPERVISES: Subcontractors & Vendors

EVALUATED BY: President, Coordinators, Peers & Leadership Team

About Us: Haven Builders is a dynamic and growing business dedicated to leading our customers through the complexities of restoration and construction.

Job summary: As a Construction Project Manager, you'll oversee restoration and reconstruction projects from start to finish, making sure work is completed on time, on budget, and with great customer service. You'll schedule projects, coordinate subcontractors, track expenses, and ensure all insurance and permit requirements are met. You'll work closely with clients, estimators, and insurance providers to keep projects moving and resolve issues quickly. This role requires strong communication, organization, and problem-solving skills, along with a solid understanding of construction processes and project timelines.

Key Responsibilities:

- **Customer Experience & Client Leadership:** Serve as the primary point of contact for clients from project kickoff through completion, ensuring consistent high-quality customer experience and timely issue resolution.
- **Project Planning & Execution:** Plan, coordinate, and oversee reconstruction and remodel projects from start to finish, ensuring schedules, scopes, and timelines are executed effectively.
- **Financial Management and Margin Accountability:** Manage project budgets, track margin on projects, approve expenses, ensure accurate invoices & collections are aligned with company goals and payment schedules.

- **Subcontractor and Vendor Management:** Recruit, qualify, schedule, and oversee subcontractors and vendors, negotiate pricing, assign work orders, and ensure work is completed professionally, safely, on time, and to scope.
- **Insurance & Compliance Management:** Collaborate with Estimators and Coordinators to ensure project documentation, invoicing, and compliance with insurance, permit, safety, and DRP-specific requirements. Identify when projects warrant a supplement and provide complete & timely field reports to support estimator processing. Adhere to all program specific paperwork and procedural standards.
- **Quality Control & Risk Management:** Ensure quality standards are met across workmanship, documentation, safety, and client experience; proactively identify & resolve risks or issues.
- **Communication & Team Collaboration:** Collaborate closely with Project Coordinators, Estimators, and the leadership team to maintain updated and organized job files, clear communication, and forward project momentum.

Day-to-Day Activities (May Include such things as, but not limited to):

- Acting as the primary, customer-facing representative for assigned projects, from kickoff through closeout
- Scheduling projects upon receipt of approved estimates and coordinating timelines with clients and subcontractors
- Developing project margin forecasts and monitoring job costs throughout the project lifecycle
- Creating and managing work orders, material orders, and related project documentation
- Recruiting, scheduling, and assigning construction crews; negotiating scope and compensation as needed
- Coordinating with estimators and insurance providers to submit documentation, supplements, invoices, and collect insurance proceeds
- Conducting client kickoff meetings and ongoing client care communications
- Maintaining accurate and up-to-date job files, internal documentation, and expense tracking
- Monitoring project progress and reporting job status, schedules, and costs
- Ensuring quality control across workmanship, insurance compliance, permit requirements, and client experience
- Managing invoicing and collections related to assigned projects
- Reviewing and approving subcontractor and vendor invoices to validate accuracy and completion of issued work orders
- Support marketing and business development efforts as needed.

Basic Requirements:

- 3+ years of experience in restoration or reconstruction preferred, with at least 1 year of project management experience managing multiple projects simultaneously.
- 3+ years of customer service experience; experience with insurance compliance, invoicing, and collections preferred.
- Strong computer skills, including intermediate proficiency in Google Workspace and Microsoft Office, with the ability to learn new software.

- General understanding of construction processes and the ability to navigate homes and businesses under construction and meet clients on-site.
- Exceptional attention to detail with a strong, systematic, and organized approach to work.
- Proven ability to manage multiple priorities, solve complex problems, and demonstrate continuous improvement.
- High level of professionalism with strong verbal and written communication skills, including the ability to manage conflict and de-escalate stressful situations.
- Valid driver's license and ability to drive company vehicle.
- High school diploma or equivalent required; associate's degree or higher preferred.

Physical Requirements (As Needed):

- Work in PPE: Tyvek suits, respirators, knee pads, gloves, steel-toe boots.
- Enter attics, crawlspaces, burned structures, flooded basements, construction sites.
- Physically capable of lifting 50+ lbs, climbing ladders/roofs, working in wet/sooty/cold/hot conditions.

Evaluated On:

- Performance results versus weekly, monthly, and annual goals

Hours & Location:

- Expected working hours for this position is 7:30am – 5pm, Monday – Friday.
- This is a hybrid role that includes a combination of in-field work, in-office time, and remote work from home with prior approval from the supervisor.
- The office is located at 10140 West 76th Street Eden Prairie, MN 55344 and travel is regularly required within 60+ miles of this location.

Reward:

- Compensation is evaluated each calendar year. An annual reward planner (ARP) is completed at that time.
- Company vehicle, phone, and computer are provided.
- Paid time off and Holiday pay.
- Opportunities for professional development and growth.