



## **Job Description McDonald's Project Manager**

### **About H&K**

Founded in 1975, H&K International is a leading global supplier of stainless steel kitchen equipment to the food service industry with a long-established reputation for quality products, precision manufacturing and exceptional customer service. H&K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia and Asia.

### **Summary**

As the Project Manager reporting to the Sales Administration Manager, you are the link between our outside sales team, inside sales team (Project Administrators) and our customers. From the time our outside sales team turns in a quote, it will be the Project Manager to review drawings against the quote for accuracy, confirm all documentation is complete/included, manage, plan and coordinate for an easy transition to the PA. This key position will be the direct contact for the outside sales team and the customer to ensure completion of the project, while maintaining the highest standard of service to internal and external customers.

It is great if you have restaurant equipment experience, but it is not required. Many talented people from other industries have found a home and great success with H&K. As long as you have project management experience, enjoy a fast-paced environment, and assisting others, then we are looking for you!

### **Essential Functions**

- Maintains continual contact with internal and external customers as required for projects in support of new and existing restaurant needs.
- Reviews quote submission of documentation required for a project.
- Reviews quotes against the restaurant drawings for accuracy.
- Coordinates the internal execution by working closely with the Project Administrator(s) to meet customer's implementation plans.
- Communicates changes from outside sales team and customer with Project Administrators as needed.
- Answers internal and external customer questions, resolving any issues.
- Follow up with external customers, including Area Construction Managers, General Contracts on behalf of the customer for shipment release.
- First line of escalation on a project.
- Maintains a high level of consistent management of projects and ensuring overdue tasks are resolved quickly with the assistance of the Project Administrator.
- Approval, with set limits, related to returns, credits and customer relation requests.
- Shows attention to details.
- May need to attend regional and national conferences and meetings, less than 10% of travel.
- Performs other duties as required.



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### Education, Experience, and Knowledge Requirements

- 3-5 years of project management or related experience and training; or equivalent combination of education and experience.
- 1-2 years of direct customer contact / customer service.

### Preferred Experience

\*Please submit resume in Word format to [patricia.conlon@hki.com](mailto:patricia.conlon@hki.com).

**\*No resumes will be considered without salary history and expectations.**

\*No recruiters/staffing agencies will be considered in filling this position.

H&K International offers a competitive benefits package including a comprehensive medical plan that includes short/long term disability, flexible spending account, life insurance, 401k (with 100% match up to 5%), tuition reimbursement, free online training courses and a business casual dress environment.