



## **Job Description – Project Manager/Estimator/Customer Care**

Effectively and efficiently understands and qualifies customers and prospects requirements, and provides timely solutions which are consistent with XCEL's capabilities, resulting in exceeding expectations. Enjoys a hands-on, team oriented culture with a growing, progressive company.

### **Primary Responsibilities:**

- **Project Management:** Gathering critical information from multiple sources including vendors, suppliers, internal production, scheduling and leadership while consistently executing results for our customers in the timeframe required
- **Estimating:** Building quotes, costing and responding to customer/prospect pricing inquiries
- Provide technical support for Outside Sales
- World Class Customer Service
- Order entry

### **Key Requirements:**

- Excellent written and verbal communication skills, both internal and external
- Sense of urgency and desire to succeed
- Building rapport and developing relationships with our customers
- Solve problems using critical thinking and active listening skills
- Ability to prioritize workload and efficiently execute projects consistent with company, and customer or prospect expectations
- Thrive in a Team environment
- Highly organized and strong attention to detail
- Ability to read and interpret complex drawings, renderings and proposals
- Proficient with Microsoft suite and Salesforce.com

### **Additional Responsibilities:**

- Customer Support
- Purchasing /Vendor Price Quotes
- Inventory Management
- Assist in gathering market developments and competitive activity
- Additional projects assigned by leadership