



Job Description

Position Title: Mitigation Project Manager

Reports To: Director of Mitigation

Department: Emergency Services / Mitigation Division

Classification: Full-Time, Exempt

Salary: \$73,000 + Commission

Position Overview

The Mitigation Project Manager oversees all aspects of field operations, documentation, and job profitability of assigned jobs within the Mitigation division. The Mitigation Project Manager ensures that emergency service jobs are executed efficiently, accurately, and to company standards for safety, quality, and customer satisfaction.

Key Responsibilities:

Project Management & Execution

- Lead and manage assigned mitigation projects from intake through completion, ensuring adherence to company standards and IICRC guidelines.
- Conduct site inspections and assess scope of work, project requirements, and resource needs.
- Communicate regularly with property owners, insurance adjusters, and stakeholders regarding project status.
- Oversee field documentation, moisture readings, photo capture, and equipment usage to ensure accurate and complete job files.
- Coordinate with technicians to ensure job tasks are completed efficiently and safely, adjusting manpower or equipment as needed.
- Provide guidance and support to technicians on complex projects, ensuring technical challenges are resolved promptly.

Communication & Coordination

- Serve as a point of contact for customers, maintaining clear, professional, and consistent communication throughout the project
- Communicate regularly with insurance adjusters and external stakeholders regarding project status and updates
- Proactively communicate project details, updates, and changes with internal teams, including Sales, Customer Service, Mitigation, and leadership
- Ensure all stakeholders are informed of timelines, scope changes, and project progress
- Maintain a high level of responsiveness and follow-through on all communications

Operational & Documentation Standards

- Ensure all assigned mitigation jobs meet company requirements for documentation quality, completeness, and timeliness.
- Review and finalize project notes, photos, and readings before submission to the Director of Mitigation or adjusters.
- Utilize Proven Jobs, Encircle, and other documentation tools to maintain accurate records of each project's scope and progress.
- Implement company policies related to moisture mapping, monitoring, and daily job documentation compliance.

Safety & Compliance

- Ensure all field work is conducted safely and in accordance with OSHA, IICRC, and company standards.
- Identify and report jobsite hazards and corrective actions to management immediately.
- Maintain proper PPE usage and enforce safety protocols among field staff.
- Assist the Director of Mitigation in implementing and maintaining the company's safety program.

Collaboration & Communication

- Communicate proactively with clients, adjusters, and team members to ensure smooth project execution and high customer satisfaction.
- Collaborate with reconstruction and contents teams to ensure seamless project transitions and efficient job closeout.
- Participate in the company's on-call rotation as a first responder for emergency mitigation needs.

Qualifications

- Minimum 5 years of mitigation experience, with expertise in water, fire, and mold restoration.
- IICRC certifications required: WRT and at least one of FSRT, OCT, or AMRT.
- Strong leadership and organizational skills with proven ability to manage multiple projects simultaneously.
- Excellent communication and customer service skills when dealing with clients, adjusters, and team members.
- Proficiency with restoration documentation platforms (PSA, Encircle, etc.) and Microsoft Office applications.
- Ability to read and interpret job scopes, estimates, and moisture reports.
- Valid driver's license and availability for after-hours emergency response as part of the on-call rotation.