

Service & Warranty Project Manager

Location: Bozeman, MT

Salary: \$107,500 to \$128,500

Build Exceptional Projects—and Lasting Relationships—with OSM

At OSM, delivering an exceptional project doesn't end when construction is complete. We believe the service we provide after turnover is just as important as the work that got us there.

We're looking for an experienced **Service & Warranty Project Manager** to lead our service, warranty, and small-project efforts. This is a fast-moving role that requires managing multiple projects, requests, and priorities at the same time. You'll work directly with clients, subcontractors, and internal teams to coordinate work, solve problems, and ensure commitments are followed through to completion.

Success in this position requires someone who can see the big picture while keeping track of the details—someone who is highly organized, can quickly determine what needs attention first, and knows how to efficiently schedule people and resources across competing priorities.

If you're an experienced construction professional who enjoys solving problems, creating order in a dynamic environment, and taking ownership from the initial request through completion, we'd love to meet you.

What You'll Do

- Manage multiple service requests, warranty items, and small projects simultaneously, each with its own scope, schedule, priorities, and stakeholders.
- Evaluate incoming work, establish priorities, and develop efficient schedules based on urgency, client needs, available resources, and project requirements.
- Maintain a clear, organized view of active and upcoming work to ensure commitments, deadlines, and follow-up items don't fall through the cracks.
- Plan and manage service, warranty, and small projects from inception through completion.
- Develop project scopes, schedules, budgets, and resource plans.
- Coordinate labor, materials, equipment, subcontractors, and suppliers across multiple concurrent projects and service needs.
- Adjust schedules and priorities as new requests arise or project conditions change, while keeping clients and team members informed.
- Coordinate with clients, architects, engineers, subcontractors, suppliers, and internal project teams.

- Monitor project progress and proactively address schedule, budget, quality, or resource challenges.
- Prepare and manage project budgets and oversee project expenditures and procurement.
- Maintain OSM's quality standards through inspections, follow-up, and timely resolution of deficiencies.
- Identify project risks and develop strategies to keep work moving safely and efficiently.
- Serve as a primary point of contact for clients, providing clear communication and regular updates from initial request through resolution.
- Maintain accurate and organized project documentation, including contracts, change orders, scope and plan changes, schedules, and progress reports.
- Lead and support the post-construction team, ensuring team members have clear priorities, direction, and the resources needed to be successful.
- Capture lessons learned and identify opportunities to continuously improve future projects and the client experience.

What We're Looking For

- Bachelor's degree in Construction Management, Civil Engineering, Architecture, or a related field.
- 7–10 years of construction project management experience with a proven track record of successfully managing projects.
- Exceptional organizational skills and the ability to manage a high volume of concurrent tasks, projects, and follow-up items.
- Strong scheduling and prioritization skills, with the ability to efficiently allocate time and resources as needs and priorities change.
- A proactive mindset and the ability to anticipate next steps, stay ahead of deadlines, and follow issues through to resolution.
- Ability to remain organized and effective in a dynamic environment where new requests and changing priorities are part of the day-to-day work.
- Strong knowledge of construction processes, techniques, and best practices.
- Excellent project management skills, including budgeting, scheduling, and resource allocation.
- Ability to read and interpret construction drawings, blueprints, and specifications.

- Strong communication and interpersonal skills with the ability to work effectively with clients, trade partners, and internal teams.
- Strong problem-solving and decision-making abilities.
- Proficiency with construction management software and tools.
- Master's degree, PMP, CCM, or other relevant certifications are a plus.

Why Join OSM

At OSM, every role contributes to building exceptional projects and lasting client relationships. We invest in our people, value collaboration, and believe that taking care of our clients extends well beyond project completion.

As our Service & Warranty Project Manager, you'll have the opportunity to take ownership of an important part of the client experience. You'll work across a variety of projects and challenges, collaborate with talented construction professionals, and play a key role in making sure OSM responds to our clients with the organization, urgency, and quality they expect.

If you're someone who thrives on variety, enjoys bringing structure to a busy workload, and takes satisfaction in seeing commitments through to completion, OSM is the place to build it.

Benefits

We offer a competitive benefits package designed to support our team and their families, including:

- Employer-paid health, long-term disability, and life insurance
- Dental, vision, accident, HSA, FSA, short-term disability, and critical illness
- 401(k) with company match
- Paid time off and company holidays
- Annual cash and 401(k) profit-sharing bonuses
- Professional development and training opportunities
- Company events and team-building activities
- A collaborative, supportive work environment