

POSITION DESCRIPTION

Estimating Manager | May 2021

About us

What we do

Joe Wagner Group provides plant hire and civil construction services across a range of industries including energy, infrastructure, government, mining, commercial and residential projects. We service all areas of Queensland from our base on the Darling Downs and travel interstate as required.

Our aim is to provide sustainable construction solutions.

Our History

Joe Wagner Earthmoving was established in 1985 to provide earthmoving plant hire for Toowoomba and the Darling Downs. Renamed as Joe Wagner Group in 2011, the company is now run by Joe's sons Nick and Jim. They are joined by a team of long-term employees and young trainees in delivering professional construction solutions. The business continues to adopt the latest plant and machinery technology and strives for continued improvement and professionalism. A lot has changed in 35 years, but our commitment to customer service remains unchanged.

Our Culture

Pride

We all hold our heads high with a firm commitment to quality, service, and unquestionable ethics in business. Our pride shows in our people, our plant and equipment and in our relationships with our valued clients.

Lifestyle

Being a family business, we understand the importance of work-life balance. We work with our employees to find the best of both worlds.

Support

We are committed to being a place where no-one is afraid to ask for help and there is a mutual commitment to each individual's development.

Value

We value our employees and show this through fair pay, extra benefits, a commitment to training, development and safety. We value mutual loyalty and respect.

Our Values



We enjoy what we do



We do the right thing by everyone



We think outside the square



We inspire

POSITION DETAILS

Position Title	Estimating Manager		
Position Purpose	The purpose of this position is to lead the Joe Wagner Group estimating and sales team. It requires the preparation of accurate estimates and tender submissions for construction projects and business development and marketing of the business. This person will be involved in providing exceptional service and communication with the customer and internal stakeholders. This person will directly manage the estimating and sales team who work across multiple office locations.		
Job Location	523 Boundary Street Toowoomba QLD 4350	Travel Expectations	This position involves limited travel to project locations within QLD and NSW.
Reports to	Directors	Who reports to you	Estimating team, Marketing officer

RESPONSIBILITIES / DUTIES

KEY RESULT AREA	
Tender Preparation	<ul style="list-style-type: none"> • Lead all aspects of tendering across the business. Seek, prepare and submit bids for all types of civil construction projects. Manage the workloads and performance of estimating and sales staff. • Manage team bids and communicate with other staff (including estimators, engineers, administrative staff, Directors and supervisors). Utilise the skills and experience of these other staff members. • Identify to the Directors the risks and opportunities associated with each project. Assist in the assessment of such risks and opportunities and provide advice on management of them. • Actively work to improve and streamline estimating processes. • Review project documentation. Such documents may include but are not limited to: Drawings, Specifications and Geotechnical Reports. • Prepare accurate and precise quantity take-offs. • Participate in site visits when required to understand the scope of work, take photos and liaise with the potential client(s). • Research and contact potential suppliers, tradespeople and subcontractors to obtain quotes. • Calculate accurate cost estimates from first principles. • Develop accurate construction programmes. • Seek specialist advice when required. • Review estimates and tender submissions prior to submission for accuracy and completeness. • Ensure submissions are ready for lodgement by due dates. • Implement the Joe Wagner Group Integrated Management System and complete

RESPONSIBILITIES / DUTIES

KEY RESULT AREA	
	<p>the appropriate client details, risk assessments and other components relating to tenders and project commencement.</p> <ul style="list-style-type: none"> • Liaise with the construction workforce to hand over work packages and budgets for successful bids. • Seek feedback on unsuccessful bids and strive for continual improvement. • Document all aspects of the tender process for handover and audit purposes. • Review outcomes of completed projects and undertake an analysis of the accuracy of the estimate to incorporate learnings back into the estimating process.
Sales & Marketing Planning	<ul style="list-style-type: none"> • Refresh and manage sales and marketing plan. • Identify and recommend opportunities for campaigns, services, and distribution channels that will lead to an increase in sales. • Using knowledge of the market and competitors, identify and develop the company's unique selling propositions and differentiators and build brand awareness around these. • Review and maintain JWG's advertising and sponsorship campaigns. Provide advice to Directors and Key Account Manager in this regard. • Organise and lead regular Sales and Marketing Team meetings.
Business Development Support	<ul style="list-style-type: none"> • Manage, document and co-ordinate the follow-up of Sales leads. • Maintain an in-depth knowledge of Company products and services. • Plan approaches and pitches - work with management team to develop proposals that speak to the client's needs, concerns, and objectives. • Manage JWG presence on appropriate procurement portals (such as ICN Gateway, Vendor Panel and many others). • In conjunction with the Directors, plan, market and attend company events including trade shows, corporate hospitality, parties and other functions.
Client Development and Retention	<ul style="list-style-type: none"> • Work closely with the Directors and other staff to identify and manage clients. • Assist with response to any customer complaints/queries/issues. • Always demonstrate an understanding of the need for quality and timeliness in service to create satisfied customers. • Work with technical staff and other internal colleagues to meet customer needs.
CRM Database	<ul style="list-style-type: none"> • Actively Maintain CRM tool (currently ACT!) and develop effective ways to improve Joe Wagner Group's use of the system. • Procure and implement new CRM tool if and when required. <ul style="list-style-type: none"> ▪ Appreciate and specify JWG CRM requirements. ▪ Review potential tools and recommend the best fit for JWG. ▪ Develop the new database. ▪ Merge existing data. ▪ Train staff in the use of the new tool. ▪ Arrange support as required. ▪ Monitor its effectiveness.

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KEY RESULT AREA	
Branding	<ul style="list-style-type: none"> • Brand management and corporate identity. • Monitor and report on effectiveness of marketing communications. • Proactively monitor, report on and act on feedback received in relation to JWG's reputation and brand image. • Maintain effective internal communications to ensure that all relevant company functions are kept informed of our brand. • Ensure Joe Wagner Group employees effectively 'promote' our brand.
Marketing Materials	<ul style="list-style-type: none"> • Management of Joe Wagner Group's online presence including: <ul style="list-style-type: none"> ▪ The company newsletter ▪ Social media (particularly LinkedIn) ▪ The company website (proactive maintenance). • Manage the development of effective hard and soft copy marketing material including: <ul style="list-style-type: none"> ▪ High quality photos of work being performed and completed ▪ Written capability statements ▪ Brochures and promotional material ▪ Past project case studies ▪ Customer testimonials ▪ Staff CV's. • Standard schedules of rates. • Manage the graphic design of materials to match the company image for all elements above, including for proposals/tenders submitted.
Office Management Support	<ul style="list-style-type: none"> • Maintain company tender and records. • Take a lead role in the maintenance and continual improvement of the Joe Wagner Group Integrated Management System. • Assist with general office duties as required.
Training	<ul style="list-style-type: none"> • Attend appropriate development and skills training opportunities as directed. • Demonstrate commitment to your own professional skills and knowledge. • Understand your area of competence and advise of any training requirements that you believe may be relevant to your work.
Quality, Environment and Workplace Health & Safety	<ul style="list-style-type: none"> • In cooperation with the Directors, proactively identify and implement best practice and high-quality processes and systems. • Comply with all relevant legislation, regulations, codes of practice, standards, company policies, procedures, instructions relevant to your work. <ul style="list-style-type: none"> ▪ Take all reasonable steps to reduce the risk of any hazard and to control/minimize the hazard to yourself and others. ▪ Monitor and report any WHS issues to a Director. ▪ Participate in all relevant consultation, training, etc. ▪ Participate in Rehabilitation and Return to Work Plan/Suitable Duties or EAP programs where relevant. • Inform the Directors of any relevant information/changes including:

RESPONSIBILITIES / DUTIES

KEY RESULT AREA	
	<ul style="list-style-type: none"> ▪ when you are under the influence or taking any form of drug/medication/alcohol ▪ any changes to your health and wellbeing that may influence your work ability ▪ any changes to your emergency medical information ▪ any changes to your drivers'/other licences. <ul style="list-style-type: none"> • Attend and/or deliver Toolbox talks, site inductions and pre-starts as required. • Liaise with client's representative on site for any safety issues.
Manager responsibilities in respect to Quality, Environment and Workplace Health & Safety	<ul style="list-style-type: none"> • The promotion of safety among others, including (but not limited to): <ul style="list-style-type: none"> ▪ the effective use of the Joe Wagner Group Integrated Management System ▪ a role model in your approach to encouraging other staff to adopt and improve their personal safety consciousness ▪ lead by example and build trust by doing what you say ▪ have a visible presence in the work area ▪ encourage reporting of all damage to plant and equipment, arrange repairs and analyse and deal with underlying causes appropriately. • Continually assist in the reduction of the environmental impacts of our operations.

YOUR SKILLS, EXPERIENCE AND BEHAVIOURS

When we look at our team, we look for two key things: **1) their ABILITY** to do the role (technical skills and experience); and **2) HOW** they do the role (their behaviours). These are equally important to us.

Qualifications & Experience Desired	<ul style="list-style-type: none"> • Extensive civil construction and civil estimating experience is essential (minimum 10 years). • Previous experience in construction management • Current, valid driver's licence relevant to your role (ability to provide a clean driving record with documented evidence of driving history/check substantiated) • General construction industry induction (Blue or white card) • Competency in the safe operation of plant, Licenses to Perform High Risk Work, tickets/qualifications in other relevant trades are desirable • A degree in Engineering/Construction Management or similar field is desirable
Desired Skills	<ul style="list-style-type: none"> • Solid computer literacy including Google Apps, Word, Excel and Outlook • Ability to use specialist software including proprietary programming tools (e.g. MS Project), estimating tools (e.g. Expert Estimation), drawing tools (e.g. AutoCAD) and others • Exceptional organisational abilities including the ability to time manage yourself and other staff • Ability to ensure all jobs are performed to a high level of customer satisfaction and standard • Excellent written communication skills • Excellent verbal communication skills and exceptional interpersonal skills and ability to build rapport with and negotiate with customers • Solid mathematical abilities • Proven, effective people management skills. Must be able to manage teams working from multiple locations (ie Brisbane and Toowoomba offices). • Demonstrated ability in Risk Management • Ability to read and understand plans and specifications with exceptional attention to detail • Ability to be flexible and focus on identifying and providing solutions • Demonstrated attention to detail with consistently accurate results • The ability to meet and maintain the physical requirements of the role
Behaviours	<p>To truly excel in our environment, we believe you need to:</p> <ul style="list-style-type: none"> • Demonstrate patience and tenacity • Consideration and respect for others • Be self-disciplined and able to work with minimal supervision • Be a strong team player and a willingness to learn • Be honest and ethical • Have a positive outlook and approach to work and people • Be committed to maintaining a safe work environment and minimising our impact on the environment

YOUR SKILLS, EXPERIENCE AND BEHAVIOURS

	<ul style="list-style-type: none"> • Have dedication to quality and exceptional service ethos (internal and external 'customers')
Physical Requirements	<p>At Joe Wagner Group, we take our obligation to keep you safe seriously—and we can't do it alone. Listed below are the essential physical requirements of the role. Please review and if you believe that there is any reason you would not be able to meet these requirements, or if you may need reasonable adjustments to the workplace to help you perform the requirements of the role, you have an obligation to let us know immediately.</p> <ul style="list-style-type: none"> • Safely lifting a maximum of 20 kg infrequently (including bending, lifting, carrying and placing). A team lift of two people is to be used to lift items weighing between 30-50 kg. Items over 50kg should be lifted using mechanical assistance (e.g. telehandlers, forklifts, cranes). • Regular sitting at a desk completing administrative tasks, telephony tasks, reviewing documents, plans and procedures, using a computer for up to 10 hours per day, looking at a computer monitor, using a keyboard and mouse (e.g. for induction, training, administrative, finance or planning activities as required). • Auditory perception sufficient to allow for the receipt and delivery of detailed oral communication. • Regular handling and operation of office technology (e.g. printer, scanner, hard copy filing, mobile phone etc.). • Far visual acuity must be at least at the minimum standard required to drive the class of vehicle being operated. • Near visual acuity below 0.5 metre sufficient for accurate reading, writing, operation of office technology as required. • Some tasks may require the ability to identify and distinguish colours. Although full colour vision is not a mandatory requirement for the role, it's important to inform your supervisor if you are colour blind.

Expectations

It is important to note that we have a number of overarching expectations that apply to all roles at Joe Wagner Group:

- Reliability and punctuality – it is an expectation that you attend work when and where you are rostered/requested and that you arrive in time to be able to start work at the designated start time. Being unreliable or being late for work impacts on your work mates, the customer, our reputation and ultimately on you.
- Flexibility with travel and overtime – when and where we work is largely influenced by customer demand. We look for flexibility from our team in being able to travel and work the necessary hours (within reason) to meet these demands.
- Adherence to company policies and procedures – your induction will include explaining the policies and procedures of Joe Wagner Group. It is an expectation that you understand, acknowledge and abide by these. If for any reason you feel unable to do so, it is your responsibility to raise this with a Director.