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Project Coordinator Lead

Blanchett Signage Solutions

Delivery Team Contact:

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The Organization

Blanchett Signage Solutions (Blanchett) was established in 1947 by George W. Blanchett and has grown from a post-WWII neon sign shop into one of Western Canada's most respected full-service signage providers. Still family-owned and operated, the company is now led by Taylor Blanchett, representing the fourth generation of leadership. Their legacy is built on a commitment to craftsmanship, innovation, and customer satisfaction. Operating from a 28,000 sq. ft. facility in Edmonton, Blanchett has maintained a reputation for quality and longevity, with many staff members dedicating decades of service to the company.

Blanchett offers comprehensive signage solutions, including consulting, design, permitting, manufacturing, installation, and maintenance. Their in-house team of designers, project managers, and technicians ensures quality control at every stage. Recognized for their award-winning designs and industry-leading safety standards, Blanchett has achieved COR status for their safety program. Their portfolio includes custom, skyline, digital, and pylon signage, serving a diverse clientele across Western Canada.

Joining Blanchett means becoming part of a company that values its employees as an extension of its family. The company's culture emphasizes collaboration, professional growth, and a shared commitment to excellence. With a history of long-term employee retention and a leadership team actively engaged in industry associations, Blanchett offers a supportive environment for those passionate about signage and design.

Attractions & Opportunities

- **Stability in Uncertain Markets:** Unlike companies tied to oil and gas, Blanchett operates with a steady pipeline, providing long-term job security and insulation from economic volatility.
- **Leadership Opportunity:** Be part of the front-line leadership team that helps shape the future of the organization.
- **Tangible, Visible Impact:** See your work showcased across your own community - your efforts help shape the visual identity of the places where you live, shop, and gather.
- **A True Family Feel:** Be part of a supportive, tight-knit team where relationships matter, contributions are valued, and people stay for the long haul.



The Position

Reports to: Operations Manager

Direct Reports: Project Coordinators

Location: On Site, Edmonton AB with occasional travel to client sites

The Project Coordination Lead is a working lead, responsible for directly overseeing the successful planning, execution, and delivery of projects throughout the project lifecycle as well as ensuring a team of project coordinators perform the same tasks. This role ultimately establishes and manages all project milestones to ensure customer final promise dates are met, including client communication, inter-departmental communications, tracking of project milestones, maintaining documentation, and addressing risks, escalating to the Operations Manager as required. The position also focuses on process improvement, risk management, team development, and operational excellence to support efficient project execution and positive customer outcomes.

Key Accountabilities

Leadership

- As a player-coach, lead by example to demonstrate strong leadership and provide direction to the Project Coordination team, fostering a collaborative, accountable, and high-performing culture focused on operational excellence and continuous improvement.
- Using project management and project coordination best practices, translating organizational objectives into clear team priorities, ensuring alignment across departments while reinforcing ownership of deliverables, timelines, and quality standards.
- Coach, mentor, and support team members in their professional development, promoting engagement, capability building, and consistent performance.
- Develop, document, and implement standardized processes, procedures, and work instructions to drive consistency, scalability, and operational efficiency across project coordination functions.
- Monitor team effectiveness, identify process gaps and resource constraints, and implement corrective actions to improve productivity, service levels, and project outcomes.
- Collaborate with cross-functional leaders to ensure effective communication, coordination, and execution of projects and operational priorities.
- Partner with Management and Human Resources to forecast workforce requirements, support recruitment efforts, and ensure the team is appropriately staffed to meet current and future business needs.
- Ensure operational processes, work instructions, and procedural changes are effectively documented, communicated, and embedded through training and change management activities to maintain compliance, consistency, and organizational effectiveness.

Stakeholder Communication

- Make and own day-to-day project decisions within defined authority, including scope clarifications, vendor selection within approved estimate, sequence of work, and minor schedule adjustments. Escalate only when impact exceeds defined thresholds.
- Act as the primary point of contact for the client and the escalation point for project coordinators from project handoff through closeout; provide proactive, accurate updates at all key milestones.
- Maintain responsive, complete, and action-oriented internal communication with Sales, Design, Estimating, and Operations.
- Lead all vendor and subcontractor communications, providing clarity on scope, timelines, and quality expectations.
- Escalate issues impacting delivery, scope, or budget to the Operations Manager and Sales without delay.

Approval & Compliance Gating

- Ensure all required business and technical approvals are in place before any scope proceeds.
- Proactively identify missing approvals and follow up until resolved, Maintaining a current, accessible record of approval status for every active project.
- Act as the point of escalation and issue resolution for project coordinators with respect to approvals and compliance requirements.

Project Administration & Package Management

- Create, assemble, and manage all required project packages throughout the project lifecycle, including written shop order, survey packages, installation packages, and handoff documentation.
- Ensure all packages are complete and reviewed before handing off to the relevant party.

Change Order Management

- Own the full change order process from identification through client approval.
- Ensure all scope changes from the original baseline (including scope, budget and promise date) are captured through a formal change order, no informal scope changes.
- Prepare timely, accurate, complete change order documentation to the client for approval and ensure formal client approval is in place before any change-order scope proceeds, and trigger billing on approval.

Timeline & Critical Path Monitoring

- Actively monitor start-by dates, promise dates, and critical path milestones across all assigned, active projects.
- Monitor delivery deadlines and act on site updates during installation.
- Proactively identify at-risk timelines to the appropriate party before they become misses.

Vendor & Subcontractor Management

- Validate all quotes against the original estimate; escalate discrepancies to the Operations Manager before issuing a PO.
- Issue accurate, complete purchase orders for all vendor and subcontractor scope.
- Monitor vendor performance against Smartsheet start-by dates; coordinate on-site presence where required.
- Verify quality of completed scope before approving vendor invoices and hold vendors accountable to scope and quality, including pursuing warranty remedies where required.

Permit & Regulatory Management

- Arrange and manage all required permits, certificates, bonding, insurance, and client-required certifications.
- Maintain visibility of permit status as a project milestone; surface risks and delays immediately.

Documentation & Systems Management

- Maintain accurate, complete, and audit-ready documentation at every project stage: SquareCoil, Smartsheet, and shared drives.
- Ensure project systems (SquareCoil, Smartsheet, shop order) tell an accurate, current story of every project and are updated as events occur, not retroactively.
- At project handoff, review all incoming documentation for completeness and accuracy; identify and return discrepancies before beginning coordination.
- Identify and escalate noncompliance in documentation

Risk Management

- Proactively identify and document risks across scope, schedule, budget, vendor, and site at every project stage.
- Maintain a working record of open risks and mitigations; escalate risks that cannot be resolved at the coordinator level.
- Capture and share lessons learned on material projects.

Project Closeout & Financial Management

- Confirm all scope items complete, all change orders finalized, all vendor scopes closed, and shop order updated before initiating closeout and releasing the project for final billing.
- Review the billing invoice for accuracy against scope and all change orders before it is issued to the client.
- Drive post-project 360-reviews to feed continuous improvement.

Defining Success

This section outlines what success looks like in the first year of the role, including measurable objectives and the key traits that will contribute to a successful fit within the organization.

Year One Objectives

- **Establish Project Coordination Excellence** | Leading through demonstration of skills, build a consistent and structured project coordination function, rooted in project management best practices, that ensures projects are delivered on time, within budget, and aligned with client expectations from sales handoff through installation.
- **Strengthen Team Performance and Accountability** | Assess existing team, identify gaps, establish key performance indicators and develop a high-performing project coordination team through clear expectations, coaching, standardized processes and implementation of documented best practices. Provide ongoing performance management to improve efficiency and project outcomes.
- **Enhance Project Visibility and Communication** | Implement disciplined project tracking, milestone reporting, and stakeholder communication practices that provide clear visibility into project status, risks, timelines, and resource requirements.

- **Improve Operational Efficiency and Process Standardization** | Understand, improve, and implement existing project coordination business process, gathering data around missing steps and bottlenecks to identify process gaps. Develop and implement standardized project management practices, documentation, and work instructions that reduce rework, improve consistency, and support scalable operations in alignment with standardized project coordination business processes.
- **Drive Risk Management and Financial Performance** | Proactively identify and mitigate project risks, improve change order management, and strengthen project cost control practices to protect profitability and ensure successful project delivery.

Candidate Profile

Competencies & Attributes

- Strong leadership and team development skills, with the ability to motivate, coach, and hold team members accountable for performance and results.
- Exceptional communication and relationship-building abilities, capable of effectively managing clients, subcontractors, vendors, and cross-functional internal stakeholders.
- Highly organized and detail-oriented, with the ability to manage multiple projects, competing priorities, and tight deadlines simultaneously.
- Analytical and solution-focused, with strong critical thinking skills and the ability to identify risks, resolve issues, and drive continuous improvement.
- Results-oriented and proactive, with a commitment to operational excellence, customer satisfaction, and achieving project objectives.

Education and Experience

- Post-secondary education in Project Management, Business, Construction Management, Engineering, or a related discipline, complemented by a CAPM or PMP designation.
- Minimum 5 years of progressive experience in project management or project coordination within a project-based environment, preferably in manufacturing, construction, signage, or a related industry.
- Demonstrated success leading and developing project coordination teams, with the ability to provide mentorship, guidance, and performance oversight.
- Strong knowledge of project management principles, including project planning, budgeting, scheduling, risk management, change management, and stakeholder communication.
- Proven experience managing complex, multi-disciplinary projects involving clients, vendors, subcontractors, and internal stakeholders. Familiarity with construction practices, manufacturing operations, and safety requirements is considered a strong asset.