

Project Manager

Phone :
Web :



Job Summary

Vacancy :

Deadline : Sep 16, 2024

Published : Aug 16, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

This is a flexible position and has the option of working in our Toronto office full time, hybrid throughout the week or working entirely remotely. #LI-REMOTE

Position Summary

The Project Manager leads a portfolio of customer-facing projects, working closely with other team members inside and outside the PS department to deliver projects. A successful Project Manager must have exceptional organizational skills, along with the ability to influence stakeholders and to manage time, budget, resources, and customer satisfaction. This individual will have drive, a relentless focus on client satisfaction, and an ability to build customer relationships. Critical time management and prioritization skills are also paramount to success.

What you will do:

- ☒ Lead and manage 10-12 customer projects at a time from initiation through completion as the primary point of contact and driver of project success.
- ☒ Build and nurture strong relationships with clients, understanding their objectives and aligning project goals to achieve maximum satisfaction. Ensure adoption of the solution for long-term customer success.
- ☒ Facilitate clear and consistent communication with all stakeholders, including customers, internal teams, and executives. Provide regular updates, address concerns, and manage expectations throughout the project lifecycle, highlighting achievements, risks, and progress to ensure transparency and accountability.
- ☒ Manage overall forecasting of resources, timesheets, budgets, and timelines to ensure on time, on budget delivery with high customer satisfaction.
- ☒ Identify potential risks and issues early, develop mitigation strategies, and proactively address any challenges to minimize impact on project delivery and customer satisfaction. Escalate major concerns to internal and customer stakeholders promptly.
- ☒ Manage all aspects of project execution, including scope, timeline, budget, adoption, CSAT, and resource allocation, timesheets and forecast. Monitor project progress, identify potential bottlenecks, and implement solutions to keep projects on track.
- ☒ Manage project scope changes effectively, including drafting and negotiating change requests and adjusting plans to accommodate customer needs while balancing time-to-value and budget.
- ☒ Maintain accurate project documentation and updates in Project Management and Administration.

Does this sound like you?:

- ☒ 5+ years experience as a customer-facing project manager working on SaaS software implementation projects.
- ☒ Strong communication skills with internal and external audiences, technical and non-technical individuals, and various organizational levels, including C-suite executives
- ☒ Experience developing and managing a detailed project plan, including scope, budget and resourcing.
- ☒ Organized, strong time management skills and the ability to manage competing priorities across multiple simultaneous projects.
- ☒ Lead complex projects from start to finish, leveraging resourcefulness and proactive problem-solving skills to overcome challenges and ensure timely delivery.
- ☒ Team-oriented, willing to roll up your sleeves with Implementation Consultants to dissect a problem, synthesize options and deliver a recommendation to clients.
- ☒ Experience with project planning software e.g Mavenlink/Kantata, Asana, MS Project, and SmartSheet.
- ☒ Post-secondary education in Engineering, Computer Science, Accounting/Finance, Business, or a related discipline
- ☒ Project Management (PMP) or other relevant Project Management certifications
- ☒ Knowledge of financial processes such as budgeting, forecasting, financial consolidations, month-end close processes, and general reporting.
- ☒ Knowledge of OLAP software such Hyperion Essbase, Microsoft Analysis Services, or similar multidimensional database products.
- ☒ Financial designation (CPA, CFA)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
