

Project Manager

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Phone :

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Job Summary

Vacancy :

Deadline : Jul 18, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Meet Benevity

The world's coolest companies (and their employees) use Benevity's technology to take social action on the issues they care about. Through giving, volunteering, grantmaking, employee resource groups and micro-actions, we help most of the Fortune 100 brands build better cultures and use their power for good. We're also one of the first B Corporations in Canada, meaning we're as committed to purpose as we are to profits. We have people working all over the world, including Canada, Spain, Switzerland, United Kingdom, the United States and more!

Benevity is seeking a dynamic and versatile strategic Project Manager to join our Professional Services Team. In this hybrid role, you will lead and execute implementations of Benevity products and solutions, working closely with sales and new clients to ensure a seamless onboarding process. You will play a pivotal role in guiding operational projects and improving our onboarding processes to bring our clients' social missions to life.

What you'll do:

- **Lead Client Onboarding:** Oversee the implementation and overall project delivery for new and existing Benevity clients, ensuring a smooth transition from sales to operational onboarding.
- **Collaborate with Stakeholders:** Work closely with sales, relationship managers, implementation consultants, and technical team members to scope and deliver projects, maximizing client and end-user experience.
- **Manage Project Documentation:** Develop Project Charters, Project Plans, and Statements of Work to meet client requirements, providing exceptional client service and ensuring all administrative tasks are handled efficiently.
- **Conduct Client Meetings:** Lead key client meetings, including project kick-off, requirements gathering, status updates, and risk mitigation sessions, both in-person and remotely.
- **Develop and Execute Plans:** Create detailed project transition documentation to prepare relationship management teams for post-launch support and maintain an in-depth understanding of Benevity's suite of products and services.
- **Communication and Reporting:** Serve as the primary point of contact for assigned clients, providing regular status updates and risk logs, and communicating effectively via email and other channels.
- **Operational Improvements:** Lead continuous improvement initiatives within the Client Projects team, focusing on enhancing onboarding processes and operational efficiencies.
- **Resource Management:** Own and execute key project management functions, including resource management, internal/client reporting, and executive communications.
- **Support and Troubleshoot:** Provide immediate assistance to resolve issues during product configuration, testing, or post-launch phases, ensuring client satisfaction.

What you'll bring:

- **Technical and Project Management Experience:** Minimum of two years in a technically oriented role and 2-5 years in a Project Management role, preferably in a SaaS environment.
- **Proficiency with Tools:** Experience with MS Office, project planning software (Microsoft Project, Smartsheet), workflow diagram tools (Visio, Lucidchart), and internal collaboration tools (Jira, Confluence).
- **Strong Communication Skills:** Exceptional verbal and written communication skills, with the ability to translate complex concepts for various stakeholders.
- **Organizational Skills:** Strong organizational and time management skills, capable of managing multiple projects simultaneously with attention to detail.
- **Negotiation and Independence:** Strong negotiation skills to manage priorities and scope, with the ability to work independently to complete client software configuration and training.
- **Problem-Solving and Team Collaboration:** Results-oriented, resourceful, and proactive attitude, with good judgment and a collaborative approach to working with cross-functional teams.

What You Can Expect:

- A unique opportunity to join a mission-driven company with a growth trajectory and a highly engaged culture.
- Work with a team of innovative thinkers in a dynamic, fast-paced environment, contributing to the creation of corporate and workplace giving programs.
- Connect with a passionate group in an open, collaborative, and fun environment.
- While we appreciate all applications, only candidates selected for an interview will be contacted.

Discover your purpose at work

We are not employees, we are Benevity-ites. From all locations, backgrounds and walks of life, who deserve more ...

Innovative work. Growth opportunities. Caring co-workers. And a chance to do work that fills us with a sense of purpose.

If the idea of working on tech that helps people do good in the world lights you up ... If you want a career where you're valued for who you are and challenged to see who you can become ...

It's time to join Benevity. We're so excited to meet you.

Where we work

At Benevity, we have developed a Community First approach that we design our people's experience around with goals to build a strong community and culture, achieve stellar execution of our business goals and social mandate, and ensure Benevity-ites thrive. For those who live within a reasonable commuting distance to an office, we can split our time working in the office and from home to optimize the opportunities of both, with the requirement that we spend at least 50% of the time in the office.

Join a company where DEIB isn't a buzzword

Diversity, equity, inclusion and belonging are part of Benevity's DNA. You'll see the impact of our massive investment in DEIB daily – from our well-supported employee resources groups to the exceptional diversity on our leadership and tech teams.

We know that diverse backgrounds, experiences, skills and passions are what move our business and our people forward, so we're committed to creating a culture of belonging with equal opportunities for everyone to shine.

That starts with a fair and accessible hiring process. *If you want to feel seen, heard and celebrated, you belong at Benevity.*

Candidates with disabilities who may require accommodations throughout the hiring or assessment process are encouraged to reach out to accommodations@benevity.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
