

# Senior Project Manager



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Oct 07, 2024

Published : Sep 07, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Plusgrade powers the global travel industry with its portfolio of leading ancillary revenue solutions. Over 200 airline, hospitality, cruise, passenger rail, and financial services companies trust Plusgrade to create new, meaningful revenue streams through incredible customer experiences. As an ancillary revenue powerhouse, Plusgrade has generated billions of dollars in new revenue opportunities across its platform for its partners, while creating enhanced travel experiences for millions of their passengers and guests. Plusgrade was founded in 2009 with headquarters in Montreal and has offices around the world.

### ABOUT THE ROLE:

Plusgrade is seeking an experienced Senior Project Manager to join our team.

The Senior Project Manager will lead and manage a vast range of strategic projects within our organization, including Plusgrade's best-in-class products with airlines, cruise lines and rail providers around the globe. They will be responsible for overseeing the planning, execution, and delivery of projects on time, and according to scope. The ideal candidate will possess strong leadership, communication, and organizational skills, along with a proven track record of successfully managing cross-functional teams and delivering high-impact projects.

You will work closely with external partners, and key stakeholders, as well as driving our internal teams to ensure the successful delivery of partner launches and other key initiatives. This position reports to the Director, Project Management.

### WHAT YOU WILL BE DOING:

- Lead and manage the full project lifecycle of new and existing partner initiatives from initiation to closure, by using a blend of project management best-practices (processes and tools) and personal experience.
- Define project objectives, scope, requirements, and deliverables, and ensure alignment with organizational goals and priorities involving stakeholders to ensure feasibility.
- Develop and maintain detailed project plans, schedules, and milestones, and track progress against established targets.
- Provide leadership and hands on project management expertise to ensure the successful delivery of the portfolio products to our partners (typically 2 – 5 concurrent medium to highly complex projects) in a SaaS based environment.
- Define project roles and responsibilities, assemble project teams, and provide guidance and direction to team members throughout the project lifecycle.
- Collaborate closely with Delivery and Development teams, and both internal and external stakeholders on a technical and non-technical basis to deliver high-value products to our partners.
- Demonstrate expertise in both the art and science of project management across several areas including: governance, scope, requirements gathering, risk, quality, issue management, timeline management, communication and stakeholder management.
- Regularly provide project status updates to both External & Internal Stakeholders and management - producing several project management related business analysis including status reports, issue and risk logs, meeting agendas and meeting minutes.
- Demonstrating excellent decision-making skills around scope, timelines, and resources.
- Ensure all projects meet quality standards, adhering to established best practices and guidelines
- Ensure project deliverables meet quality standards and are delivered on time adhering to established best practices and guidelines, while maintaining a focus on customer satisfaction.
- Foster a collaborative and inclusive project culture, promote knowledge sharing and best practices, and mentor junior project team members.
- Drive continuous improvement in project management processes, tools, and methodologies, and contribute to the development of project management standards and guidelines.

### YOU ARE SOMEONE WITH:

- 5+ years software implementation project management experience preferably in the software/ecommerce industry.
- 5+ years of client facing experience in a technical environment with the ability to translate tech talk into business speak.
- Experience working in complex, multi-project environment with a number of clients is critical in order to be successful in this role.
- Strong leadership and interpersonal skills, with the ability to build and maintain effective relationships with stakeholders at all levels of the organization.
- Excellent communication skills, including the ability to effectively communicate complex technical concepts to non-technical audiences.
- Comfortable communicating at all levels of the organization including business executives and technical experts.
- Demonstrated ability to lead cross-functional teams, resolve conflicts, and drive consensus to achieve project goals and objectives.
- Experience in the travel industries is an asset.
- Experience working with Airline Software Systems, such as Amadeus, Sabre, SITA is an asset.
- Proven leadership skills with the ability to execute well under pressure.
- Strong analytical and problem-solving skills, with the ability to identify issues, assess risks, and develop and implement effective solutions.
- Proven ability to work effectively in a fast-paced, dynamic environment, manage competing priorities, and adapt to changing business needs.
- Comfortable communicating at all levels of the organization including business executives and technical experts.
- Strong presentation, meeting facilitation, and verbal and written communication skills.
- Possessing a technical background is an asset. Our Project Managers interface heavily with internal and partner engineers and it helps to understand their language (ie. HTML, CSS, React, JavaScript, API Configuration).
- Project Management Professional (PMP) accreditation is an asset.
- Knowledge of productivity tools including Salesforce, JIRA and Splunk.
- Ability and willingness to travel both domestically and overseas as needed to meet with partners.

### WHAT YOU'LL LOVE ABOUT US:

- ☑ RRSP/401(k) Matching
- ☑ Comprehensive Health Plans
- ☑ Unlimited Vacation/PTO
- ☑ Travel Experience Credit
- ☑ Annual Wellness Credit
- ☑ Team Events and Monthly Lunches
- ☑ Home Office/Commuter Credit
- ☑ Work From Anywhere Program

### OUR PROCESS:

Plusgrade is an equal opportunity employer and is committed to providing an accessible recruitment process. We welcome applications from all qualified individuals and are committed to equal employment opportunities regardless of gender identity or expression, race, ethnic origin, creed, place of origin, age, sex, marital status, physical or mental disability, sexual orientation, and any other category protected by law. Upon request we will provide accommodation for applicants with disabilities.

We believe in diversity and inclusivity and that is why our interview process is designed for a positive candidate experience and to ensure every candidate is evaluated equally. All applications will be reviewed from our Talent Team and the successful candidate(s) will go through the following recruitment process:

- Recruiter Phone Interview
- Hiring Manager Interview
- Team Interview

All candidates will be provided with feedback regardless if they pass or didn't pass any of our interview stages. All your information will be kept confidential.

[APPLY](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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