

Manager, Project Management Services

WHAT YOU'LL BE DOING

The Manager, Project Management Services is responsible for bolstering Calabrio's reputation for unmatched customer service and providing a superior customer experience with Calabrio Project Management services. He/she executes the business plan for Calabrio Project Management and directs efforts around scaling Calabrio's implementation model to service a growing customer base and developing a SaaS implementation team to enable the company's emerging Cloud business.

The successful candidate builds consensus across multiple departments and locations and influences peers and teams so they understand and follow his/her direction in support of Calabrio's strategic objectives—all with a customer-centric approach.

Additionally, the Manager, Project Management Services is responsible for fostering a continuous coaching environment to maximize individual and team performance. The ideal candidate has a track record of increasing business efficiency in support of organizational growth. He/she must have a work style and pace that makes things happen, with a strong work ethic and bias for initiating and driving positive change. The candidate must employ customer-first thinking, be passionate and engaging, and have high integrity.

WHY CALABRIO?

Imagine a job where you...

- Apply your talents with an innovative software company growing at 40% per year
- Work directly with senior management on a regular basis contributing to product management and product delivery
- Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- Enjoy no-nonsense working environment where you collaborate with colleagues across business units.
- Have tons of room for career growth and opportunity at Calabrio, this is true for every member of our company!

CORE EXPECTATIONS

- Position the Project Management team for scalable growth (organizational design, technologies, processes and workflows) to fully optimize customer and employee success.
- Promote a culture of strong project management discipline and leadership focused on industry excellence and superior service. Enhance and continuously improve Calabrio Project Management methodology leveraging PMO best practices and change management.
- Assist department leadership in onboarding and integrating effective implementation partner relationships domestically and around the globe.
- Participate in cross-functional collaboration across the Calabrio organization to ensure customers' needs are met and satisfaction remains high.

- Collaborate with the Sales and Support organizations to ensure smooth and successful handoffs of customers.
- Function as a customer escalation point, including conducting on-site customer visits.
- Implement process changes as a result of Calabrio's software releases. Drive adoption by employees and customers on new releases. Ensure all relevant parties are positioned to effectively and quickly execute and absorb product changes.
- Monitor and report to Leadership on key Project Management metrics; continuously assess and pull the right levers to improve performance and customer satisfaction scores.
- Oversee efforts related to Project Management team communication, as well as initial and ongoing training for the team.
- Manage staff planning, recruitment, performance management, work assignments, training, mentoring, career development, and recognition or disciplinary actions.
- Work directly with customers in onboarding new relationships.

CORE COMPENTENCIES

- A true people leader that motivates and inspires teams, driving to operational excellence. Strong mentoring and development skills to meet the needs of a growing team.
- Proven experience in setting goals and leading a team to drive high customer satisfaction and success.
- Ability to set and tightly manage to metrics.
- Possess a mix of analytical, process and creative skills to find innovative solutions for customers and the business while providing world-class service.
- Able to effectively collaborate with various business units across the company to ensure successful onboarding of customers and employees.
- Other core competencies as defined by your direct supervisor/manager

IF YOU HAVE THESE SKILLS, CALABRIO IS LOOKING FOR YOU!

- Bachelor's Degree or greater in Business, Computer Science or equivalent experience
- 5+ years of experience in software delivery leadership roles
- 3+ years of experience in managing projects
- 5+ years of experience in customer facing roles

REPORTING RELATIONSHIPS

The Manager, Project Management Services reports to the Director of Professional Services. Current direct reports include 10-12 Project Managers and supporting staff.

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=163246&lang=en_US&source=CC3

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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