

Senior Project Manager, Customer Success Quality Programs

To apply for this position, click [here!](#)

Calabrio is looking for a highly motivated, customer focused Senior Project Manager to lead, coordinate and monitor strategic projects for the Calabrio Customer Success team. This position provides the opportunity to drive and influence process quality improvements and enhance customer experiences.

WHAT PROBLEMS WILL YOU BE SOLVING?

The Senior Project manager will lead projects that include, but are not limited to new or enhanced product initiatives, key customer reference accounts, overall customer experience, process quality improvements, and other strategic initiatives/projects within the Customer Success team. This role will have direct contact with internal and external customers and will be responsible for gathering, analyzing, and providing recommendations based on internal and external feedback.

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Proven customer facing/presentation skills
- Excellent critical thinking and problem solving skills
- Attention to detail and proven experience managing multiple projects at any given time.
- Experience in establishing and managing project methodology
- Proven experience in a high pressure, deadline-driven environment
- Strong negotiations skills for effective engagement and project management

WHAT IS REQUIRED FOR YOU TO APPLY?

- Bachelor's degree and 5+ years of project management experience
- Experience with contact center technology a plus
- Experience in a PMO environment a plus
- Experience working in a fast-moving environment
- PMP Certification a plus

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
- Open communication across the company
- Ambitious
- Accountable
- Customer Success

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

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