

Senior Project Manager

POSITION SUMMARY

Do you love getting in the weeds? Does organizing your closet make you happy? Do you enjoy working in a close-knit team where communication is key to success? Are you extremely organized and detail oriented? Do you enjoy collaborating with an array of personalities and skillsets including clients, consultants, sales, and marketing? Do you have a strong technical background or experience working with data and are you keen to grow in these skills?

Then this might be the right position for you. We are looking for a Senior Project Manager that can keep up with our fast-paced organization, specifically focusing on consulting and pre-sales projects that span multiple disciplines both inside and outside of the company.

CORE EXPECTATIONS

- Direct and manage small to medium sized projects from beginning to end
- Coordinate job creation in project management software
- Establish roles and responsibilities chart (RACI) on a project level at the kickoff of every project
- Produce and maintain appropriate timelines and workflow
- Drive the execution team to commit to a schedule in a constructive and collaborative manner; work with execution teams on contingency plans and preventive/corrective actions to ensure deliverables and timelines are met
- Monitor overall costs within each project and identify project overruns
- Identify potential project risks and work proactively to manage it
- Manage stakeholder expectations with proactive communication about changes, risks and status
- Organize, attend, and report on all status meetings
- Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Creative problem solving and strong analytical skills
- Data driven decision maker
- Excellent attention to detail and proven experience in managing multiple projects at any given time.
- Proven experience in a high pressure, deadline-driven environment
- Ability to multi task and establish priorities
- Other core competencies as defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

- A Bachelor's degree and 6+ years of project management experience with 5+ years in general business
- PMP preferred
- Strong presentation, interpersonal skills, communication skills, and the ability to influence actions/decisions of others
- Intermediate to Advanced Excel (pivot tables, graphing, etc.), Word, Outlook, PowerPoint & Visio

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a Director or higher
- Work closely with consultants and analysts, group leads and other employees and departments within the company
- Direct work with customer and partners

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 apply to this career opportunity, follow this link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=160424&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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