

Project Manager, Client Services

Position: Project Manager, Client Services

Job Number: 0818-15

Status: Full Time

Channel Fusion is the trusted channel marketing management partner of America's top brands. We bring the passion to support our customers optimize their channel marketing programs through best practices, continuous improvement, performance insights and technology solutions; resulting in measurable results. We specialize in providing high tech, exceptional channel support services and custom technology solutions.

The Project Manager (PM) will be the primary point of contact for technology implementation for our client. You will become the subject matter of their solution. Deliver amazing client service to our client and be a resource for day-to-day technical activities. The PM will be responsible for managing several concurrent high visibility projects using agile methods in a fast-paced environment that may cross multiple business divisions.

- High level of communication to our client and project status updates in near real-time.
- At a team level, laying a consultative role to help put in place the appropriate people, process and tools. Coaching members of the team as needed to optimize the efficiency of the project team.
- Manage large projects, such as site re-designs and enhancements by organizing project milestones, leading meetings, daily project status updates and monitoring the scope, schedule, quality and budget.

Responsibilities include:

- **Project Planning and Management.** Define project scope and schedule while focusing on regular and timely delivery of value; organize and lead project status and working meetings; prepare and distribute progress reports daily; manage risks and issues; correct and communicate deviations from plans; and perform delivery planning for assign projects. High level of focus on communication of project status updates to our stakeholders.
- **Team Management.** Assist in team development while holding teams accountable for their commitments, removing roadblocks to their work; leveraging organizational resources to improve capacity for project work; and mentoring and developing team members.
- **Product Owner Support.** Support the Product Owner in managing client expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance.
- **Team Building.** Promote empowerment of the team, ensure that each team member is fully engaged in the project and making a meaningful contribution, and encourage a sustainable pace with high-levels of quality.

Knowledge, Skills and Abilities:

- BA/BS or equivalent experience (combination of education and job experience) is required.
- 2-4 years of experience as a Project Manager managing large, complex projects in a high-tech development environment with multi-function teams. PMP preferred.
- Solid understanding of software development life cycle models as well as knowledge of both Agile and traditional project management principles and practices and the ability to blend them together in the right proportions to fit a project and business environment.
- Detail oriented. High attention to detail and client communications. Near real-time updates of project status and delivery schedule.
- Balanced business/technical background.
 - Sufficient level of technical background to provide highly-credible leadership to development teams and to be able to accurately and objectively evaluate complex project risks and issues.
 - Ability to provide leadership to business analysts and collaborate with customers and develop strategies and solutions of high business value.
- Excellent oral and written communication skills and experience interacting with both business and IT individuals at all levels including the executive level. 90% of the PM job is communicating. It's essential that project managers can effectively convey vision, ideas, goals and issues – as well as produce reports and presentations, among other skills.
- High focus on details and tracking/updating project schedules/status in near real-time.
- Negotiation is a key skill of a Project Manager. Negotiating the use of resources, budgets, schedules, scope creep.
- Strong interpersonal skills including mentoring, coaching, collaborating, and team building.
- Strong analytical, planning, risk management, and organizational skills with an ability to manage competing demands.
- Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence.
- Proven ability to lead software development projects and ensure objectives, goals, and commitments are met.
- Solid understanding of and demonstrated experience in using appropriate tools:
- Agile Project Management tools such as Team Foundation Server, Jira/Greenhopper, Rally, VersionOne or equivalent.
- Microsoft Project, Visio and all Office tools.
- Creative approach to problem-solving with the ability to focus on details while maintaining the “big picture” view.

Channel Fusion offers a fun, family-focused environment, competitive wages, and a comprehensive benefit package. To apply for this position, e-mail a resume and cover letter including salary requirements to Human Resources at jobs@channel-fusion.com. EOE/AA/M/F/D/V