

## Role Description

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**Job Title: Project Manager, Customer Success Office**

**Location: Denver**

**Position Types: Fixed term contract; Contract to hire; Permanent**

**Reports to: Manager, Customer Success Office**

### Job Purpose Summary

The Project Manager is responsible for the successful planning, staffing and execution of all assigned customer and internal projects. You will enjoy assisting in the continuous improvement of project management capabilities as much as delivering value projects to Oniqua customers.

The ideal candidate has an unparalleled focus on project and stakeholder management and continuous improvement. You are well organized and enjoy bringing best practices to Oniqua to ensure successful project delivery across all projects.

### Key Responsibilities and Accountabilities

Oniqua Project Managers are ultimately responsible for working with the project sponsor to deliver valuable results to all customers (internal and external).

### Project Forecasting and Planning

- Participate in Sales to Customer Success handover meetings to gather information required to develop sound project charters and plans
- Update and maintain project forecast visibility for CS Office and Executive Reporting
- Utilize Oniqua project management systems and tools to develop appropriate project plans and resource forecasts

### Project Management

- Manage projects from initiation through completion
- Perform project kickoff meetings with client team (on site as required)
- Manage project scope and scope change management with customer and CSM
- Manage all project issues and ensure timely resolution
- Lead, coach and mentor project team members to ensure successful delivery of objectives
- Develop and report on value metrics for all customer projects
- Perform project close out reports (with all key team members and stakeholders)
- Keep all project documentation up to date and filed upon project completion

### Stakeholder and Change Management

- Work with customers to identify all project stakeholders and develop a management plan
- Ensure all projects have a communication plan and execute it with the customer
- Escalate issues of adoption and buy in early to CSM and Project Sponsor to ensure successful project delivery

### Improve Oniqua's Project Management Capabilities

- Develop a keen understanding of Oniqua's Project Management approach, tool set and expectations
- Recommend improvements based on sound analysis, with an eye toward the most effective PM process for the company
- Perform other duties and responsibilities, as assigned

### **Essential Experience & Skills**

This position requires both soft and hard skill sets. We don't just implement software – this is not simply a technical project management role. You must love the change management aspect of the engagement. You will be required to demonstrate advanced change management techniques.

- 5+ years of project management for change initiatives with an emphasis on software enablement
- Proven experience in project planning and scheduling across multiple concurrent initiatives and across multiple internal departments
- Proven experience managing cross-functional change initiatives through influence
- Effective organizational and prioritization skills
- Proven effectiveness leading and facilitating meetings to drive consensus
- Strong knowledge of project management, stakeholder management and process management
- Functional knowledge of Salesforce PM tools and SharePoint applications required
- Knowledge of Oniqua's software and service capabilities desirable
- Knowledge of modern project management framework / methodology desired

### **Measures of Success**

- Project Health
- Development of accurate project forecasts (value and delivery days)
- Adoption of and adherence to specified processes and guidelines
- Support creation of and implementation of processes, procedures and tools

### **Key Internal Interactions**

#### **Customer Success**

Manager, Customer Success Office, Customer Success Managers and Consultants

- Support process improvements
- Ensure resource requirements are up to date and signed off by Customer Success Manager
- Ensure consultants are aware of all project goals, objectives, and timelines
- Ensure all issues are dealt with and escalated to CSM and customer stakeholders as required

### **Finance**

- Ensure strong working relationship with Finance team to accurately invoice for project work at appropriate intervals

### **Operations**

- Key liaison for all projects with the Operations team's deliverables on allocated projects
- Ensure forecasted project details are communicated with Operations leadership for appropriate resource scheduling