

Project Manager

Responsible for overseeing the definition of business and systems requirements for complex speech solutions, planning and monitoring project activities, leading a diverse multi-disciplinary execution team, and managing client and partner relationships.

Responsibilities

- Developing and maintaining all project deliverables including project plans, issues logs and change orders etc.
- Driving project delivery through effective use of internal and client status meetings
- Managing and controlling project scope and the change control process
- Managing the project financials including weekly resource hours and overall project budget
- Ensuring that all project documentation is produced in the standard format, following internal documentation and QA processes and reviewing/ approving deliverables prior to delivery to the client
- Acting as the client point-of-contact for all project related issues

Required Skills

- 5+ years of project management experience. Experience with Speech and related call management technologies would be a plus
- Excellent understanding of project management best practices. PMP certification preferable
- Experience working in a fast-paced, cross-functional technical environment
- Proven track record of successfully managing and delivering multiple technical projects
- Successful history of client contact including experience in setting and managing client expectation
- Demonstrated ability to work with a diverse staff, inspire teamwork and take a leadership role
- Strong negotiating, influencing, facilitation, prioritization, decision making, and conflict resolution skills
- Must have excellent communication skills (written and oral)