

Project Manager

We believe that digital transformation can be a force for good, improving the lives of everyone involved. To achieve this mission, we rely on a team of techno marketers that know Salesforce. We have been a Salesforce partner since before there was an ecosystem and have been privileged to help some of the world's most celebrated brands on their path to digital transformation.

We accomplish this with incredible people working and coordinating our projects. Our projects are the cadence of our business. The Project Manager role for ListEngage provides administrative-level support to client projects, project managers, and areas of system-level compliance.

At ListEngage, we believe that talent trumps location, and that communication, respect, and team work are the values that enable us to deliver for each other, our stake-holders, and our customers.

What we are looking for

- 5+ years of professional experience, including 2+ years consulting experience (preferably with Salesforce, QTC, CPQ, ERP or Billing) and 2+ years of Enterprise Project Management experience
- Salesforce implementation experience as a Project Manager preferred
- Mix of hands-on technical expertise, with high-level leadership experience working with internal and client engineering groups.
- Demonstrated knowledge and experience actively working with customers and solutions engineering teams to deliver valuable platform solutions for customers
- Effective organizational and cultural skills to drive and implement major engineering efforts
- Strong relationship management and strategic communication skills
- Strong interpersonal, leadership and communication skills
- Bachelor's degree and/or related field experience required; Advanced degree preferred
- Ability to work in the United States

What You Will Be Doing

Primary responsibilities to the Client include:

- Ensure client's overall success/value realization with project deliverables; optimize plans and resources to deliver maximum value to clients
 - Understand client expectations and objectives; communicate how objectives are being met and manage expectations through weekly updates
 - Facilitate onsite and remote meetings — including weekly status, business, and technical process definition, user story and requirement definition, road-mapping and planning sessions, and other meetings as required
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- Ensure reliable communication and escalation governance to ensure timely dissemination of information to all stakeholders
 - Actively manage project financials, resources, activities, timeline, and risk; communicate status, updates, and any necessary mitigation to client, including any potential or actual changes to the project scope, project schedule, and project costs

Primary responsibilities to the Internal Project Team include:

- Lead project teams in development and execution of project plans, including management of scope, schedule, budget, and quality
- Collaborate with project, leadership, and sales teams to bring thought leadership and the full force of our platform and company to client projects
- Facilitate communication between client and project team; ensure the team is collaborating effectively and efficiently
- Ensure clear bi-directional communication of action items, due dates, risks, and issues with team
- Delegate work tasks across the team and maintain accountability for successful delivery
- Create and manage detailed project schedule as part of the project plan; keep team informed of project plan and manage work to milestone dates
- Partner with project team leads to support execution of sprints
- Support and collaborate with all team members to remove roadblocks, ensuring effective teaming
- Leverage ListEngage's IP and accelerators to drive customer value (where appropriate)
- Identify risks and create and manage mitigation strategies

Primary responsibilities to ListEngage Management include:

- Gain trust of Client's Project/Product Owner and key business stakeholders to help drive projects forward
- Develop and nurture trusted adviser relationships with clients at both the project and program levels and act as point person for day-to-day client communication
- Create weekly internal status report to ensure proper communication of project health (project budget, timeline, scope, and risks); assist with account planning/management and other pre-sales activities in new and existing customer opportunities
- Provide availability for Account Executives, as well as Professional Services leaders and team members (on a weekly basis), to discuss client health and upsell opportunities
- Provide timely escalation of critical issues (tactical and strategic interests)
- Ensure project planners and resource forecasts are kept up to date

If you're interested, so are we! Send your resume our way, and we'll contact you for a phone interview.

At ListEngage, we aim to change the world by challenging the traditional consulting model by building a flexible, delivery focused organization that can deliver on the promise that we have made to each other. We are an equal opportunity employer and love diversity at our company! We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, or disability status.