



**Job Title:** Project Manager      **Department:** Service Delivery  
**Reports To:** Director of Service Delivery      **Effective Date:** July 2024

**Job Summary:**

The Project Manager will oversee the planning, execution, and closing of projects while ensuring that existing processes are continuously optimized. The Project Manager will lead an interdepartmental team to complete assigned projects on time, to specifications, with accuracy and efficiency, within budget, and to the customer's complete satisfaction. The Project Manager will ensure that appropriate training, ongoing development, and satisfactory performance management are executed within the team.

The Project Manager will develop processes and standard operating procedures that ensure initiatives are understood and adopted within the organization. These efforts will include frequent collaboration and clear communication within the organization.

This role requires a balance of strategic thinking, adaptability, and hands-on project management to successfully deliver services to our customers. The role should thrive in communication, leadership, and contagious enthusiasm for stated objectives and vision.

**Required Competencies (Korn Ferry):**

This position requires strong leadership skills, the ability to communicate effectively with internal and external stakeholders, and the ability to deliver total customer satisfaction and simultaneously meet company KPIs, including the delivery of projects at target profit margins. Strong leadership skills include the company's leadership expectations of "Build Others Up," "Communicate Well," and "Play as a Team."

- **Ensures Accountability.** Establishes clear performance expectations and holds self and team to a high level of accountability.
- **Customer Focused.** Establishes effective customer relationships and consistently delivers beyond customer expectations.
- **Directs Work.** Provides clear direction, delegates in a way that empowers ownership, and pushes the team to success.

Success in this position will be regularly evaluated using KPIs and the three competencies included in this job description.

**Primary Duties and Responsibilities:**

- **Project Management:**
  - **Planning:** Work closely with internal and external stakeholders to define project objectives, scope, deliverables, and success criteria.
  - **Resource Allocation:** Identify and allocate resources effectively, ensuring the right team members, tools, and technologies are in place. Collaborate with leadership to secure necessary resources.

- **Budgeting and Scheduling:** Develop detailed project plans, including timelines, budgets, and milestones. Utilize project management software to create Gantt charts, risk assessments, and contingency plans as needed.
- **Hands-On Management:** Be actively involved in day-to-day project management, from planning to execution to closing. Solve problems and make real-time decisions aligned with Emerge's beliefs and values, department KPIs, and target financial margins.
- **Leadership and Adaptability:** Lead by example, demonstrating a strong work ethic, commitment to excellence, and a proactive approach to problem-solving. Inspire and motivate the team to achieve their best and deliver outstanding results. Be adaptable with strategies and approaches as projects progress and challenges arise. Maintain flexibility and resilience to navigate changes and ensure project success.
- **Project Execution and Closing:**
  - **Team Coordination:** Lead project teams, fostering collaboration and communication. Conduct regular meetings to monitor progress, address issues, and keep everyone aligned on project goals.
  - **Task Management:** Break down projects into actionable tasks, assign responsibilities, and set deadlines. Use project management tools to track task completion and ensure timely progress.
  - **Stakeholder Communication:** Maintain open lines of communication with internal and external customers, providing regular updates on project status, changes, and potential roadblocks. Manage expectations and engagement appropriately.
  - **Completion and Handover:** Ensure all deliverables are completed to the satisfaction of internal and external customers. Conduct final project reviews, obtain customer approvals, and formally close the project utilizing internal processes.
  - **Documentation and Post-Project Evaluation:** Compile comprehensive project documentation, including final reports, lessons learned, and best practices. Archive relevant information for future reference. Post Project, evaluate project success, identify areas for improvement, and gather feedback. Use this to refine processes and enhance future performance.
- **Process Improvement and Optimization:**
  - **Analysis:** Continuously analyze existing processes and workflows to identify inefficiencies and opportunities. Use data-driven approaches to pinpoint issues.
  - **Implementation:** Develop and implement new processes or refine existing ones to enhance efficiency, productivity, and quality. Adopt new technologies, revise SOPs, and train team members on updated procedures.
  - **Monitoring:** Establish metrics and KPIs to monitor process effectiveness. Use dashboards and reporting tools to track performance and make data-driven decisions.
  - **Continuous Improvement:** Foster a culture of continuous improvement within the team. Encourage feedback, innovation, and experimentation.

- **Financial Performance Management:**

- Assume full responsibility for the financial performance of projects, ensuring they are delivered at or exceed target financial margins. This includes meticulous budget planning, cost management, and identification of financial risks and opportunities to enhance project profitability.

- **People Management:**

- **Team Leadership:** Lead, motivate, and develop project team members, fostering a positive and collaborative work environment. Provide guidance, support, and mentorship.
- **Performance Management:** Conduct regular performance evaluations, one-on-ones, provide constructive feedback, and set development goals utilizing current processes. Address performance issues promptly and effectively. Monitor team's workloads and ensure they have a clear understanding of responsibilities to help balance capacity to prevent burnout.
- **Training and Development:** Identify training needs and opportunities for team members. Work with Human Resources to assign or facilitate training sessions and professional development initiatives to enhance skills and knowledge.

**Required Skills/Abilities:**

- Exceptional time management skills
- Strong knowledge of project management methodologies and tools
- Ability to connect and build relationships with others
- Ability to communicate, present, and influence credibly and effectively
- Critical thinking and problem-solving
- Savvy in business and budgeting fundamentals
- Enthusiastic and positive attitude
- Enthusiasm for the company and its vision
- Ability to manage multiple projects and initiatives at a time while paying fanatic attention to details for each
- Excellent listening and negotiation skills
- Excellent collaboration and teamwork skills
- Ability to self-motivate
- Proficient in project management software (e.g., Microsoft Project, JIRA, Trello).

**Education and Experience:**

- Bachelor's degree or equivalent experience
- Project Management certification (PMP, PRINCE2, or similar)
- Proven experience as a Project Manager or similar in a past role

**Work Conditions:**

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times
- Up to 20% travel may be required