

## Project Manager

### Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

### Why we need you:

The main objective of this role is to oversee and manage all client projects. The Project Manager is responsible for engagement delivery quality and customer satisfaction by structuring and managing deals from inception to completion. This position has the responsibility of assembling the delivery team and to structure and execute on Quovim C3's problem solving methodology.

### Principal tasks and responsibilities include:

- Expertly manage client relationship throughout the project
- Establish processes to support delivery operational excellence
- Ensure that services delivered by the team conform to what has been contractually agreed upon, monitoring the delivery of said services against agreed schedule, quality, scope and budget
- Manage multiple small and medium size integration type of projects
- Manage resource planning and address resource performance issues
- Manage resource versus project assignments (current and future)
- Manage the financial aspects of the contract (billing for services, following-up on payments, etc.).
- Define in advance the acceptance criteria for each project deliverable, works with team to establish delivery dates for each deliverable, and oversee the review of client deliverables to ensure they meet all client acceptance criteria, securing sign-off on each deliverable as defined in the SOW
- Manage engagement risk and delivery quality
- Track and report engagement performance, quality of project deliverables and maintain performance dashboards

### Qualifications and pre-requisites:

- Knowledge of Interactive Intelligence, Genesys and Microsoft (CRM and Skype for Business) technologies is an asset
- Proficient in MS Office, Jira is an asset
- Minimum of 5 years experience in a technical lead or project management role
- Bachelor's degree is an asset
- Experience managing multiple integration type of projects at the same time
- Ability to work effectively in a high volume and rapidly changing environment
- Proven track record of successful project execution in the contact center industry or CRM related projects
- Exceptional ability to persuade, convince, negotiate with influence in order to support objectives
- Entrepreneurial, highly motivated and adaptable
- PMP certification is an asset
- English and French (spoken and written) is mandatory

**LOCATION:** MONTREAL

**APPLY:** [careers@quovimc3.com](mailto:careers@quovimc3.com)