



Project Manager

Company

Raven360 is a Learning Management System taking on established players within the Learning Management System space – and winning! We are focused on Customer Success and Customer enablement.

Our typical client profile is Enterprise technology organizations that are providing tens of thousands of customers across globally distributed audiences the hands-on training and course materials they need to effectively use that Enterprise's technology.

An Enterprise's employees, customers, partners or users can access Raven360 to register, pay for, and consume content both digitally and through instructor-led offerings. Our full stack solution provides clients a single portal to manage all aspects of their knowledge distribution ecosystem.

We are a small team experiencing rapid client growth and are seeking an ambitious Project Manager to grow with us!

Job description

Project Managers are focused on delivering services to our clients in product implementation and ongoing product customization. Project Managers lead discovery, design, planning, scheduling, development, testing, and deployment efforts as well as being the focal point of communication for both internal and external stakeholders during implementations. PMs are expected to be passionate and dedicated team players who can be the frontline of delivery excellence to our customers.

You will:

- Ensure successful delivery of projects that you are responsible for
- Provide a mix of oversight, hands-on leadership, and team leadership in order to exceed client expectations and keep their projects on schedule/budget/scope
- Work with closely with customer success, product management and engineering teams to successfully deliver project on time and on budget
- Lead, organize, and execute complex communication plans and project plans
- Evaluate/communicate project health, manage escalated situations and articulate issues to senior leadership
- Collaborate Customer Care Operations to continually refine and improve process and tools



Project Manager

You are:

- Able to lead and manage remote teams and staff as well as forecast and communicate resource needs throughout the engagement lifecycle
- Able to liaise with third parties and vendors to ensure seamless integration and delivery
- Able to switch context from one client to another multiple times in a day
- A consummate self-starter with a keen eye for detail
- Confident, high energy and true team player

You have:

- 5+ years of experience in the technology space in project management, consulting, or service delivery specifically within a SAAS product company or agency
- Experience working with multiple clients at various levels from mid-size companies to enterprise organizations
- Experience managing discovery, design, development, and QA efforts
- Experience managing the detailed delivery of a portfolio of projects to meet the defined time, budget targets, and quality standards
- Experience with various software development methodologies and design principles
- Attention to detail and ability to work in ambiguous situations
- Nice to have - formal PM training or certifications (PMO, Agile, Scrum, etc)

Benefits:

Competitive salary

Health insurance

401k

Dental

Vision

Unlimited vacation

Remote work