

# Project Manager

## Workforce Insight Job Description



### About Workforce Insight

Workforce Insight is a world leader in workforce management and analytics services. We believe in a People First Approach to help our clients and partners optimize and accelerate business results. Our solutions leverage expertise from the best talent across the industries we serve, including Healthcare, Manufacturing, Business and Consumer Services. The workforce management services we deliver utilize a holistic and time-tested approach, addressing Technology, Best Practices and Analytics to help our clients enable and sustain success. Our implementation and optimization services span across workforce management domains, including scheduling & staffing, time & attendance, labor cost & productivity management. Our people and the services we deliver earn world class customer satisfaction ratings unmatched by anyone in the workforce management industry.

### Job Location

Remote/home office, with up to 75% travel to client sites

### Job Summary

The Project Manager works closely with teammates to ensure the maximum value of our clients' workforce management investment is achieved by overseeing, coordinating, and participating in all phases of the business project. The Project Manager is responsible for the successful completion of the identified project or portion of a project, which includes leading both internal and customer resources to meet the established implementation milestones, targeted completion dates, and keeping the project within scope and within budget. It is expected that the Project Manager is capable of managing multiple simultaneous engagements in complex customer environments (i.e. multiple locations, substantial infrastructure challenges, etc.)

### Job Responsibilities:

- Creates detailed project plans, work breakdown structures, and resource allocation plans while adhering to WFI Methodology, project change control procedures, and required standards including quality assurance audits and reviews
- Appropriately manages project scope, risks, issues and changes
- Directs the day to day project team member activities and consults with and directs client team members on assigned tasks
- Successfully manages to project scope by developing and maintaining project budget, schedule, and timeline
- Uses best practices and the WFI Methodology to make certain solutions are implemented on time and on budget, while ensuring that the end result meets the business objectives of the client
- Participates in and contributes to pre-sales and sales strategies
- Facilitates complex working sessions for both internal and client teams, including defining strategic objectives and tailors these to meet client-specific needs as necessary
- Acts as the main point of contact for clients; effectively communicates with all levels of the clients' organizations from executive sponsor to IT project members
- Effectively identifies, handles, and resolves escalated issues that may impede or delay the project
- Provides thought leadership to develop new or improved processes, methodologies, systems, tools and/or services to enhance clients' operating environment based on practical experience, optimal outcomes and best practices
- Provides guidance and coaching to project team members and participates in project management office initiatives where applicable

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### Required Skills & Qualifications:

- Minimum of 2 to 5 years leading software implementations, specifically in the Labor Optimization or Human Capital Management space
- 4-year college degree
- In-depth knowledge of project implementation methodologies
- Ability to work on complex, fast-paced projects in a collaborative team setting
- Able to handle escalated issues, understand client needs and tailor solutions and responses to meet these needs
- Excellent written and verbal communicator; able to tailor communication types and styles to audience
- Detail-oriented with excellent organizational skills
- Excellent work ethic, displaying dependability and commitment to both WFI's and the client's success
- Ability to maintain a spirit of learning with a positive attitude of receiving feedback and ongoing training

### Preferred Skills & Qualifications:

- PMI or PMP certification
- Expertise in planning complicated projects, budgeting and scheduling of resources
- Ability to break-down and simplify complex operations into repeatable processes
- Proven experience in resolving conflicts and minimizing high-risk situations
- Working knowledge of at least one of the following workforce management solutions: Kronos Workforce Timekeeper, Workforce Software EmpCenter, ADP Enterprise eTIME

### Equal Opportunity Employer

*Workforce Insight does not discriminate on the basis of race, color, sexual orientation, religion, national origin, sex, age, disability, genetic information or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions are based on job-related factors.*

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