

## Project Manager

### ***Position Profile:***

The Project Manager is the central point-of-contact who will “lead” the ongoing process of directing and coordinating all the steps necessary in the deployment of PriceStrat. The objective of the Project Manager is to apply KSS Retail’s best practice methodologies during all phases of the implementation to formulate the necessary actions and priorities that reduce risk, control project gaps, and bring processes to rapid completion. Even though outside factors might contribute significantly to a project’s overall effectiveness, the role of the Project Manager is to recognize such factors and to eliminate or minimize their negative effects.

The Project Manager is fully empowered, which gives the role the highest level of authority to manage and escalate customer issues. The Project Manager brings all the life cycle pieces together by recording, managing, and tracking issues and/or action items that occur throughout the entire life cycle.

### ***Principal Accountabilities:***

Reporting directly to the Vice President of Professional Services, the Project Manager is responsible for organizing and scheduling the resources assigned to the projects under their supervision. The Project Manager is responsible for the successful delivery of pre-sales, project and support initiatives in accordance with KSS Retail’s standard methods of operation, commercial agreement, and the unique requirements defined and agreed with the customer. In this capacity, the Project Manager will:

- Provide task definition and prioritization
- Develop/maintain a formal tactical project plan reflecting the complete project life cycle
- Perform project workflow facilitation and closure processes
- Serve as primary advocate for functional and technical suggestions
- Perform quality assurance activities
- Initiate the change control process for out-of-scope initiatives

- Manage project governances (project definition document, statement of work, project plan, measurement reports and scorecards)
- Interface with customer before/after contract agreement to allow a smooth transition from start-up to production support/maintenance.
- Influence product integrity, stability, revisions, and evolution based on customer feedback.
- Manage and deliver effective project metrics (e.g. results of trials, results of implementations, project cost vs. budget) and post implementation initiatives.
- Proactively understand the client in order to facilitate consultancy opportunities and identify further sales opportunities to enhance the value of the client portfolio.
- Provide, as required, pre-sales technical support to the sales team in the form of product presentations, qualifying client readiness, their pricing process and in identifying gaps between the proposed solution set and the client's stated needs.
- Assist in defining the scope, costing and scheduling of chargeable customer work packages.
- Manage the impact and dissemination of all changes affecting the project by use of structured change control procedures.
- Conduct post implementation reviews to provide a statement as to the relative success of all aspects of the project and make recommendations as to how future projects can be improved by the lessons learned.
- Provide feedback to the Product Development Manager and Requirements Manager(s) to support product vision – help define and maintain the functional roadmap that balances short-term project needs with longer-term product goals.
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced.

***Position Requirements:***

- ❑ Extensive retail and pricing experience, preferably in the grocery/general retail marketplace.
- ❑ Extensive project management experience gained in a commercial software delivery environment delivering to an external client base.
- ❑ High degree of oral and written communication skills.
- ❑ Strong relationship management skills and the ability to make senior-level presentations.
- ❑ Strong time management skills and the ability to respond well to time pressures and deadlines.
- ❑ The ability to reconcile and prioritise resource requests from many sources.
- ❑ Degree in IT, Business/Management or Analytical subject preferred
- ❑ Good SQL and data analysis skills preferred.