

## PROJECT MANAGER – PROFESSIONAL SERVICES

### SUMMARY:

The Project Manager is the central point-of-contact who will “lead” the ongoing process of directing and coordinating all the steps necessary with retail client implementations. The objective of the Project Manager is to apply KSS’ customer insight and price optimization 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.

The Project Manager is fully empowered, which gives the role the highest level of authority to manage and escalate client 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.

### RESPONSIBILITIES:

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 project and support initiatives in accordance with KSS’s advanced standard methods of operation, commercial agreement, and the unique requirements defined and agreed with the client. In this capacity, the Project Manager will:

- Develop/maintain a formal tactical project plan reflecting the complete project life cycle
- Initiate the change control process for out-of-scope initiatives
- Manage project governances (PDD, SOW, project plan, measurement reports and scorecards)
- Interface with client 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.
- Provide, as required, pre-sales technical support to the sales team in the form of product presentations and qualifying client readiness
- Work closely with the development team to create detailed specifications for new software developments/enhancements as identified during projects.
- Provide feedback to the Product Development Manager and Requirements Manager(s) to support product vision.
- Develop and manage effective working relationships with other departments, groups and personnel with whom work must be coordinated or interfaced
- Evaluates client’s business processes and co-formulate the right strategy to integrate into the client’s operation. Evaluation consists of:
  - Shopper Insights
  - Customer Segments
  - Category roles
  - Size parity relationships
  - Designate Key Lines (KVIs/KCIs)
  - National to Own Brand mapping
  - Competitive strategy
- Work with System Application Analyst in data migration duties
- Interface with Science Team to get scientific review and analysis of the pricing models
- Help in resolving product issues and communicate and escalate issues when needed
- Assist in determining best implementation needs for SaaS and on-premise software implementations

**LOCATION: Multiple**

**REPORTS TO: VP Professional Services**

**DEPARTMENT: Professional Services Group**

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**The Company:**

KSS Retail, a dunnhumby Company, is the premier global provider of price optimization and shopper insight solutions for the grocery, convenience, chain drug, general and online retail industries. Retailers use KSS Retail software and professional services to better understand their customer's needs, and to deliver more effective pricing, promotions and merchandising decisions. KSS Retail clients consistently achieve improved market share, sales and profit growth, and enhanced competitive positioning. Current clients include 7 Eleven, O'Reilly Auto Parts, BI-LO, Sonae, Raley's, United Supermarkets, dabs.com, ABC Fine Wine and Spirits, and many others. For more information, visit [www.KSSRetail.com](http://www.KSSRetail.com). Contact us: [CareersUS@KSSRetail.com](mailto:CareersUS@KSSRetail.com).