

1. Job Title: Senior Project Manager

1.1 Reports to: Designated Manager or Supervisor

1.2 Is reported to by: N/A

2. Job Description

2.1 Summary of Position

This position is responsible for delivering assigned projects contractual requirements through effective communication and collaboration with internal and external stakeholders. Adheres to project and Quester Tangent business objectives. The position requires occasional travel.

2.2 Responsibilities

- Manage and report project scope, schedule and budget.
- Demonstrate and maintain professional standards of client, interpersonal and business interactions.
- Provide mentorship and foster strategic thinking within the customer experience department.
- Provide daily oversight of PM departmental activities.
- Promote, maintain and provide input to improve customer experience departmental processes.
- Develop a thorough understanding of the project contract, utilise a “contract first” approach.
- Effectively manage assigned projects until hand-over to Customer Service; thereafter, provide support and aid as required.
- Understand, maintain and promote an overall perspective of QT corporate goals and objectives; work with all stakeholders to deliver projects on-time and on budget.
- Employ strategic project planning, communication and execution.
- Employ effective client management and communications; promote client satisfaction
- Monitor and report on overall project status
- Identify and resolve or aid in resolution of project risks and issues
- Availability to travel nationally and internationally

3. Pre-requisites

3.1 Qualifications required:

- Post secondary degree. B.Eng. or B.Sc. would be an asset
- PMP certification
- Proficiency with Project Planning tools, specifically Atlassian Jira, or Microsoft Project
- Proficiency with MS Office products, specifically MS Word and MS Excel.
- Excellent English written and oral communication skills

3.2 Experience required:

- Experience managing a project with a value of greater than CAD \$1,000,000.00, and a project operational period of at least 18 months.
- Minimum 8 years project management experience
- Previous experience within a technology-based company

Revision	Date	Contributor	Comments
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R00	31 January 2018	Chris Elliott	Initial Release
R01	22 November 2024	Daniel Martin	Updated description