



11/2022

Job Description

C&S Project Manager

JOB SUMMARY:

The C&S Project Manager is responsible for supporting partners and projects with order processing, logistics and general queries with the objective of continuous improvement.

Customer satisfaction is the focal point of all services provided by this individual to both internal and external stakeholders. He/she will also coordinate a variety of administrative procedures for the department, not limited to process management, project management, communications, event management, finance, account management, and IT services.

Additionally, this individual will work closely with all teams across the organisation

Reports to: C&S	Director
Direct reports:	None
Travel:	15%
Location:	IRU Geneva

RESPONSIBILITIES:

Project Management

- Manage the C&S project portfolio, ensuring validation of stages of each project, their prioritisation and updates of their status, in coordination with the concerned project and regional managers
- Define, instil and monitor the rules and techniques related to projects ideas, their approval as well as projects phasing, taking into account projects usefulness for the industry and their potential for IRU's revenue
- Ensure the assessment of projects scalability and opportunities for projects replication
- Participate in the definition of project scope and objectives, involving all related internal stakeholders and external parties
- Participate in the establishment of a promotional plan for expanding related projects including communication campaigns and events organisation

Project Administration

- Coordinate and monitor with internal and external contributors and subject matter experts to ensure satisfactory delivery in accordance with contract provisions
- Monitor and, as necessary, prepare project financial reporting, contract payments, reporting requirements in a timely manner
- Monitor the compliance with contractual obligations during project delivery
- Create/maintain department processes for smoother workflows
- Preparation of sales and administrative documents
- Manage administrative process of customer acquisition and renewals (contracts, order forms, etc.);
- Interacting with customers, communication and processing the orders including delivering system access, administrative support and first level technical assistance
- Participate in technical developments of the product including testing new features

Customer Service Support

- Accompany customers during their whole customer journey including creating IT accounts and managing the credentials
- Providing product presentations and trainings to help the customer acquire the necessary knowledge from the start
- Develop support videos and material
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust

COMPETENCES, SKILLS & BEHAVIOURS:

- Industry expertise and customer knowledge, including a strong IT understanding
- Drive for results
- Entrepreneurial mindset
- Project management skills
- Influence & inspire internal & external stakeholders
- Emotional intelligence: self-awareness, empathy, managing emotions
- Understand the sense of urgency & drive change
- Commitment to IRU
- Proactively driving IRU agenda both dealing with day-to-day operations and shaping long term strategic objectives
- Cross-functional collaboration to be successful in a matrix organisation
- Excellent command of English is a must, French is a strong asset