Enterprise Software Project Manager

Position: Enterprise Software Project Manager - UK/EU

Rosterfy is a global leading, end to end workforce and volunteer engagement software platform. We exist to connect communities to events and causes they are passionate about.

As winners of international 'Fast Growth' Sport tech awards, we are rapidly growing with clients across APAC, the USA, Asia and Europe. Our SaaS platform supports global organisations including Not for Profits, education, local government, sports federations and major events to better recruit, engage and retain their volunteers and workforce. Previous clients have included Team London, Munich 2022, The Super Bowl 2017, 2018, 2019 & 2020, World Expo & the London Marathon. With global offices in Melbourne, Denver, Manchester and Dubai, we are a young, vibrant and passionate team driven to power workforce programs globally!!

The Role

The Enterprise Software Project Manager will work closely with the Head of Sales & Client Success team to assist with the contract management and successful delivery of our software solution. You will manage the client relationship from implementation to contract end, therefore a strong technology project management background and passion for customer service is desirable in this role. It is an added benefit if you display experience related to software implementation and support in the workforce management field.

Key Responsibilities

- Working with many of our largest enterprise clients, you will be responsible for the overall client management including pre-sales consultation, contract management, project management, software implementation and ongoing relationship management.
- You will be the first point of contact with key clients related to project roll out, with responsibility for overall client management.
- Proactively communicate both internally and externally, including project risks, issues, or any information that may affect success.
- Engage with sales teams for resource planning, pre-sales, and scoping efforts.
- Assist in pre-sales work including writing tender documents and attending prospective client meetings to assist with a seamless onboarding experience.
- You will need to transform complex concepts into well-written, visually pleasing project documents and specifications.
- You will need to accurately document and keep a project register for milestones and deliverables for each account.
- An expectation is for you to identify areas for current clients to enhance their workforce management processes through industry leading practices and continuous improvement of the software platform. This may include up-selling additional features of the platform.
- Participate in cross - functional teams around product design and implementation.
- You will collaborate with operational and client success teams to identify areas of continuous improvement within the client success and customer lifecycle model.
- Travel to assist with software implementation for large scale clients during onboarding or event period.
- Create a positive work environment and culture by demonstrating superior attitude and work ethic ensuring the vision, values and culture of Rosterfy.

Required Skills and Experience

- An appetite for enterprise software delivery, workforce management and a drive to deliver outstanding project outcomes.
- Highly self-motivated, energetic individual who builds strong relationships quickly
- Meticulous attention to detail and are able to navigate competing demands of concurrent projects
- Proven problem solver.

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- Proven experience (4+ years) in an enterprise account management role in a SaaS business/company.
- Technical aptitude and ability to learn and implement software programs.
- Proven ability to manage workload and conflicting priorities, displaying a high level of initiative and autonomy as required.
- Comfort in running remote or in-person scoping workshops.
- Strong analytical skills, with a strong focus on identifying and delivering solutions based outcomes.
- High level of written and communication skills.

Desirable Skills

- A background in workforce management, particularly if it's related to the event management sector.
- Project Management Qualification, in PRINCE2 or PMBOK.
- Bilingual - 2 or 3 of English, French, German or Spanish preferred but not mandatory.
- Experience and/or general knowledge of SQL, HTML or CSS and top level understanding of web architecture.
- Experience with Customer Relationship Management (CRM) software, such as Salesforce.

Perks of the job!

- We are a young, growing company with big global ambitions. You will be working to support a number of the biggest organizers in this region.
- Incentive bonuses based on successful project delivery and client retention.
- Flexible work hours are available to assist supporting clients in multiple time zones.
- Remote work available/preferred currently.
- A role with autonomy within a globally recognised, purpose driven, growing company.
- Professional development opportunities.

Work Location: Initially this will be a remote role working closely with our UK team, yet we are open to European located candidates with the required skills and experience..

Salary: Negotiable based on experience.

To apply please email your CV and cover letter to bennett@rosterfy.com.

Applications close March 31st, 2021