



Project Manager

Reports to: Director, Product Development and Performance Improvement

FLSA: Exempt - Full Time

City/State: Nashville, TN or Little Rock, AR

Description: **GENERAL DESCRIPTION OF POSITION**

The Project Manager is responsible for the direction, coordination, implementation, control and completion of projects in alignment with the strategies, commitments and goals of the organization. This position will handle a broad and diverse range of responsibilities and assignments, both internally and externally, related to product development, client service delivery and internal performance improvement. The Project Manager will collaborate internally with all departments to achieve outcomes. This position interacts with the Senior Project Manager and Director on strategic planning and business growth initiatives. Accountabilities include revenue/net income goals for multiple budgets, rollout deadlines and client satisfaction with joint accountability for companywide leadership goals.

Requirements: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate internal resources and third parties/vendors for the flawless execution of projects.
- Ensure that all projects are delivered on-time, within scope and within budget and monitor resource availability and allocation.
- Develop project scopes and objectives, involving all relevant stakeholders and ensuring feasibility.
- Efficiently manage existing, new or unplanned projects with agility and flexibility.
- Remain abreast of trends and developments relevant to key program areas.
- Create and maintain comprehensive project documentation, including detailed project plans to track progress.
- Use appropriate verification techniques to manage changes in project scope, schedule and costs and to perform risk management.
- Work with stakeholders to create key performance indicators and monitor and report on KPIs to leadership, reporting and escalating to leadership as needed.
- Audit post-launch outcomes and processes; identify and implement improvements to achieve incomparable results.
- Standardize and implement processes, procedures and project management monitoring systems.
- Develop, attain approval, and monitor budget to meet fiscal and operational targets. Assure compliance with financial billing and record submission processes.
- Collaborate with all departments to foster client satisfaction and goal attainment.
- Engage in process review and strategic planning to advance performance for CGI and clients and drive operational efficiency within the company.

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited college or university
- Theoretical and practical project management knowledge
- Demonstrated project management & creative problem-solving skills as well as history of achieving outcomes



COMMUNICATION AND CRITICAL COMPETENCIES

- Excellent verbal, written, and interpersonal communication and presentation skills
- Superb judgment, impeccable integrity and the maturity to handle sensitive information with care and confidentiality
- Superior attention to detail, organization and execution
- Capacity to be proactive by anticipating needs and looking ahead at all times
- Collaborative, solutions-oriented approach and ability to develop cooperative working relationships with diverse groups
- Ability to handle multiple projects simultaneously, knowing how to prioritize and adjust timetables based on demand and other circumstances
- Capacity to liaise with project stakeholders and assets on an on-going basis
- Ability to absorb high volume of information from a variety of sources and to synthesize key elements
- Collegial, team-oriented, willing to pitch in as needed and support challenges at all times with a high level of flexibility
- Accountability for financial and product viability outcomes
- Knowledge of industry trends, tools, and best practices

SOFTWARE SKILLS REQUIRED

- High Proficiency: Microsoft Office Suite (Word, Outlook, Excel, PowerPoint)
- Experience and proficiency with project management applications and toolkits

EXPECTED TRAVEL

Availability for 10% travel per year including some weekends

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CGi, LLC is a privately held company that currently employs 40 people with offices in Little Rock, and Nashville, Tennessee.