

## Project Manager

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Reports To: VP of Services  
Department: Operations  
Status: Full-Time

Location: Louisville, KY  
FLSA: Exempt  
Date Updated: July 1, 2017

### **About Creative Realities**

Creative Realities ([www.cri.com](http://www.cri.com)) is a Creative Technology company focusing on bringing digital experiences to retail environments, designed to enrich and inspire the consumer journey. Our strong design and strategic discipline uniquely positions us to guide Fortune 100 Brands and Retailers on how best to apply technology in function of marketing, store, or customer objectives. Our end to end offering enables us to execute what we recommend: from design and app development, thought to deployment on site - and provide ongoing content and support to virtually any type of environment.

### **About the Position**

Project Managers at CRI act as the primary interface between CRI and our Clients and responsible for successfully executing the overall scope for defined projects. They are accountable for leading the team through the Project Planning, Design and Execution phases of projects and are typically engaged in a project following the acquisition of a Client Purchase Order and a brief from Sales.

Project Managers also participate in the solution design and then lead the technical deployment phase of the assigned client engagement. They coordinate internal resources, along with key vendors and partners, to ensure that all elements of the overall solution system are properly and effectively deployed.

They are responsible for creating a predictable project experience for both employees and clients alike. They must lead the team while following CRI process and managing multiple projects to ensure they effectively identify, manage and eliminate problems so that projects are consistently delivered on-time and meet client expectations.

### **Key Responsibilities**

- Project Planning
  - Responsible for planning, directing, facilitating and administering the project while following the CRI process and utilizing CRI standard systems and tools
- Risk Mitigation
  - Identify, assess and communicate with all stakeholders
  - Identify & assess risk throughout the project lifecycle
  - Manage the development of project documentation and communications
  - Project Team Lead
  - Gather cross-functional requirements and drive project deliverables
  - Manage the triple constraints on any given project: Schedule, Cost and Quality
  - Manage overall project timelines and milestones by working with cross functional team leads, while considering budget, schedule and quality of the project

# CreativeRealities

- Lead internal project management activities, including chairing meetings and following up with other departments on project status throughout the lifecycle of the project
- Create and deliver (verbal and written) communications to internal and external team members
- Highly flexible and able to respond quickly to unforeseen changes in projects and customer requirements
- Assume full ownership for the project and escalate to senior management as needed to ensure company and client goals are met
- Administration
  - Develop and maintain project plans in addition to all other required project artifacts
  - Create project change orders as required
  - Manage/initiate all project billing per the SOW
  - Schedule and Chair weekly project reviews with internal teams and clients as required
  - Provide timely and professional client service to ensure client’s expectations and needs are met
  - Ensure client and internal milestones are met and appropriate approvals are obtained and documented
  - Review Budget vs. Actuals on all projects weekly to ensure we are within scope

## Education and Experience

- 5+ years project related experience
- Bachelor’s Degree preferred
- CAPM/PMP certification desired
- InfoComm CTS and/or DSF certification desired
- Knowledge of digital signage, commercial display solutions, and/or interactive kiosk industries preferred
- Experienced user of software CRM tools. Proficient with Microsoft Office applications.
- Strong technical aptitude and ability to translate technical concepts for non-technical buyers

## Key Competencies/Behaviors

- Professional demeanor with unquestionable integrity; focused on customer satisfaction
- Self-motivated, achievement-oriented with superior planning and time management skills
- Excellent written communication and presentation skills
- Team oriented; Ability to collaborate cross functionally and to influence without direct authority
- Positive attitude; willingness and initiative to learn
- Must be comfortable working in a deadline-oriented, fast paced business environment with shifting priorities

## Benefits

Medical Insurance, Dental Insurance, Vision Insurance, Life Insurance, Disability Insurance, Paid Time Off, Paid Holidays, 401K

Are you a fit? Email your resume to [hr@cri.com](mailto:hr@cri.com).