

## Job Description

**Position Title:** Senior Program Manager  
**Department:** Operations/Services  
**Reports to:** Project Management Director or VP, Services

### Summary:

A Senior Program Manager will act as the primary interface between CRI/ConeXus and our customers and is responsible for successfully executing the overall scope for defined projects. They will be accountable for leading the team through the Project Planning, Design and Execution phases of projects and is typically engaged in a project following the acquisition of a client Purchase Order and a brief from Sales.

The Program Manager participates in the solution design and then leads the technical deployment phase of the assigned client engagement. The Program Manager coordinates internal resources, along with key vendors and partners, to insure that all elements of the overall solution system are properly and effectively deployed.

A Sr. Program Manager must be able to drive project deliverables and facilitate agreements from cross-functional teams comprised of:

- Sales
- Hardware Design Engineers
- System Engineers
- CMS Product Engineers
- Content Experience Design/Development/Scheduling
- Procurement
- Installation Services (who fully manages installation scheduling/logistics)
- Network Operations Center (to ensure proper support integration)
- Accounting (billing)

They must be highly organized and a highly skilled communicator in a variety of methods (email, phone, conference calls, etc.). They are responsible for creating a predictable project experience for both employees and clients alike. A Sr. Program Manager must lead the team while following CRI/ConeXus 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.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Project Planning
  - Responsible for Planning, Directing, Facilitating and Administering the project while following the CRI/ConeXus process
- 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
  - 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

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; demonstrates cross-functional communications and large team and client communications.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Organizational Support - Follows policies and procedures.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their

tasks; Develops realistic action plans.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

The Sr. Program Manager should also have the following qualities:

- Technical acumen and proven ability to successfully work on technology-based projects
- Team player with proven ability to collaborate and work successfully with strong personality types.
- Proven self-starter with ability to successfully work in fast-paced, deadline-oriented environment; ability to work well under pressure.
- Highly organized with strong attention to detail
- Experience with project management tools and techniques

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

- Minimum 5 + years of project management experience in a technology centric (software/hardware) and/or large-scale deployment environment. Marketing technologies (digital signage, kiosk) or other like technologies an advantage.
- Bachelor's degree (B.A.) from four-year college or university or equivalent experience
- PMP Certification preferred but not required
- Related experience and training will be considered; or equivalent combination of education and experience.

**Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Office including but not limited to MS Project/Word/Excel/PowerPoint/Outlook and common internet browsers.

**Other Knowledge/Skills/Abilities that are a benefit to the position:**

- Ability to work independently, as well as part of a team.
- Working knowledge or high-level understanding of digital signage, kiosk, web or other marketing technologies
- Understanding of software development methodologies
- Working knowledge of proof of concept, pilot and deployment processes
- Experience in “facilitating to decision” with staff to executive level stakeholders
- Excellent written and verbal communications skills including SOW development, cross-functional communications and large team / client presentations
- Ability to travel as required

**Supervisory Responsibilities:**

This job may have some supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly working in a standard office environment. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms.

***The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.***

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Acknowledged: Employee Signature

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Date

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Acknowledged: Supervisor / Manager Signature

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Date

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Print: Employee Name