

Project Manager

October 2021



Position Type: Full-Time

Compensation: Based on skills and experience

Work Location: Raleigh, NC

Target Start Date: ASAP

Company Overview:

Residential Management Systems (RMS) is the leading provider of University Student Housing and Conference software globally. Mercury University housing software manages over 500,000 University and College beds daily. We offer solutions for student web self-service, University housing management, conference and event management, wireless handheld devices and more.

Position Overview:

Our busy, client-focused Raleigh, NC office needs a reliable, well-organized Project Manager to coordinate activities for our client-focused projects (including but not limited to new client implementations, major upgrades, database conversions, moves to our Cloud SaaS offering, Data Purges, Consultation and Training packages). Our Implementation and Client Success Teams are typically involved in twenty or more concurrent projects of multiple types involving different team resources and as many clients. The successful candidate must be exceptionally detail-oriented, be capable of managing multiple priorities, and be interested in developing efficient internal processes that benefit both our team and our clients. This client-facing role is well-suited to a positive and dynamic person with strong communication skills who thrives in a small office environment. We're looking for an energetic professional with the skills to keep a variety of concurrent projects on-task.

Required Skills and Qualifications:

- Associate degree required (B.A. or B.S. preferred)
- Proven working experience in a Project Management or Project Coordinator role
- Proficiency in Microsoft Office suite
- Experience with project management software tools (in particular, Monday.com or similar)
- Excellent written and verbal communication skills
- Strong customer service skills and the ability to comfortably communicate scheduling limitations and other "bad news"

Preferred Skills and Qualifications:

- Project Management Professional (PMP) Certification from the Project Management Institute or similar
- Project Manager certification from the American Society for the Advancement of Project Management or similar

Responsibilities:

- Work closely with the VP of Operations to achieve company project goals, in particular as related to project scheduling, resource allocation, and project structure.
- Oversee all aspects of client-facing projects.
- Coordinate internal resources to ensure the timely and successful execution of project tasks.
- Manage changes to project scope and schedule as they arise.
- Review and adjust projects to ensure they make efficient use of available resources.
- Perform daily review of all upcoming, current, and overdue tasks.
- Communicate regularly and clearly with team members and clients to ensure their movement on assigned tasks.
- Run weekly Project Status meetings (internal).
- Run weekly status calls with clients for implementations and other large long-term projects.
- Take on a leadership role with our company-wide use of Monday.com. Maintain project templates and innovate use of Monday.com for project management.
- Create and maintain comprehensive project documentation.
- Transition information from the Sales process to Implementations. Maintain records in Salesforce related to overall timing of project milestones.
- Issue and track status of Work Orders for projects.
- Establish and maintain relationships with client contacts.
- Report and escalate problems in a timely manner.
- Participate in regularly scheduled and special topic team meetings.
- Participate in annual User Conference "RMS World" (may require travel)
- Coordinate company participation in trade shows.
- Other duties, as assigned.

RMS is proud to be an Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other characteristic protected by law.