Position: On-boarding Project Manager

Our philosophy is to hire and retain employees who provide outstanding service to potential and existing clients. Our competitive advantage is the talented and experienced people we bring into the 3CLogic community, who we believe set the standard when it comes to customer service and support.

Do you have impeccable people skills? Are you proficient at multitasking?
Because of our increasing client base, we are hiring on-boarding project managers to bring these clients into production.

The on-boarding project manager is the primary point of contact for the customer as we build a customized solution to fit their specific call center needs. The right candidate should be organized, professional, and be able to understand technical details.

Responsibilities:
- Work with sales and client to gather all details of project scope
- Complete Statement of Work (SOW) for signed approval of client
- Communicate with client throughout the entire project
- Assist with testing and quality control for solution
- Understand timelines and relay information appropriately
- Interact with members of technical teams to ensure clear comprehension of scope

Desired Skills and Experience

Required Skills:
- Familiar with Windows PCs and laptops
- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Effective listening skills
- Willingness to co-operate with others and work to the greater good
- Multi-tasking capabilities
- Ability to work alone as well as part of a team

Experience Required:
- Associate degree or better. Combination of education and experience will be considered