POSITION OVERVIEW

Payroc is seeking an experienced **Delivery Manager**. Working as a key member of the team the role will execute on the vision set by the Product Management group and own and drive the development of new products, manage internal strategic projects focused on corporate value, and deliver Payroc's leading payments technology platform to organizations most strategic partners and customers.

External, client-facing, and payments industry experience are significant pluses. You must possess a unique blend of business and technical savvy; strong analytical ability, a big-picture vision, and the drive and superior project management understanding to make that vision a reality.

Candidates are expected to rely on experience and good judgment to plan and accomplish a variety of complex projects and deliver the intended value. A wide degree of technical proficiency, creativity, ability to navigate ambiguous situations, and lead cross-functional teams is expected. A hands-on approach to pushing products and projects from planning to delivery will make you a valued contributor. The ability to identify, aggregate, and communicate key metrics will allow for the precise alignment and awareness of practical issues that require action.

POSITION DESCRIPTION
- Serve as the Delivery Manager supporting Payroc's cross-functional project teams for complex product launches and projects with company-wide impact.
- Take full ownership of project implementation project from Initiation to delivery; accountable for ensuring the ultimate success of the project.
- Partner with, and provide expertise to internal Payroc departments during the development and deployment of new, value-added platform features, and supporting processes
- Build and manage master project plans and supporting artifacts encompassing resource requirements, business/stakeholder/solutions requirements, dependencies, timelines, milestones, and success criteria as necessary to deliver on the promised business value.
- Collaborate effectively with cross-functional/cross-channel business and engineering teams to hit specific timelines and deliverables.
- Proactively manage internal and external relationships with senior (Director and Vice President-level) stakeholders with business unit dependencies on the program outcome. Manage and balance business stakeholders' and client expectations regarding schedule, cost, and scope.
- Ensure all project resources (staff, time, and budget) and requirements are thoughtfully developed, clearly identified, and agreed upon, and that the project tracks to critical objectives, timelines, and budgets.
- Be the hub of self-organizing, professional cross-functional teams.
- Work with team members to improve the quality of service delivery.
- Coordinate with various constituencies, including management and business owners, to define, implement, and track key success metrics.
- Identify, assign, and track all tasks which are required for successful completion of the project.
- Develop and deliver executive-level updates and briefings for senior leadership teams and groups.
- Take full ownership of the Implementation project from initiation to close; accountable for ensuring the ultimate success of the project.

POSITION REQUIREMENTS

- Bachelor's degree required, preferably in business, finance, operations.
- Experience within the payments industry would be ideal.
- 5-7 years of software Business Analysis, Product Management, and Project Management
- Strong interpersonal skills – written, oral, presentation
- Experience with a professional consulting firm, working with external clients on technical projects & initiatives would be ideal
- A management style that drives results
- Functional and technical design skills
- Superior Project Management skillset
- Working knowledge of SDLC and Agile practices
- Comfortable presenting to internal and external team members and stakeholders
- Experience or familiarity with a variety of business functions including Customer Services, Sales, Marketing, Accounting, and professional services considered a definite plus