



JOB DESCRIPTION:

Change Management Project Manager

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| TITLE: | Change Management Project Manager |
| SUPERVISOR: | Change Management Consultant |
| PROGRAM: | Change Management |
| FUNCTION: | The Change Management Project Manager is a member of the change management consulting group at Launch Team Incorporated. This project manager supports change management and communications engagements for our diverse set of clients. |

1. DRIVE FOR RESULTS

Launch Team Incorporated employees must balance their creative and analytical mindsets. This includes a balance between creative cycles and analytical testing, analysis and revision. This balance produces a creative and effective end result.

2. ABILITY TO DEAL WITH AMBIGUITY

Launch Team Incorporated employees must help clients make progress and take the right steps despite uncertainty. Employees must be solution focused and have the ability to remain calm under pressure.

3. CUSTOMER FOCUS

Launch Team Incorporated employees must be focused on the customer and their needs. This includes building effective partnerships with clients and providing exceptional customer service during all interactions.

4. CONTINUOUS QUALITY IMPROVEMENT

Launch Team Incorporated is committed to continuous quality improvement. It is every employee's responsibility to use critical thinking and creativity to improve all aspects of company functioning and to maximize efficient, effective, quality services.

JOB RESPONSIBILITIES:

1. KPI – 85% billable work.
2. KPI – Customer Satisfaction score – 8.5+
3. Support change management work with a structured methodology.
4. Development of and managing a project plan.
5. Manage deliverables, timelines, and budgets.

6. Analyze engagement metrics and other KPIs, and participate in recommendations to address any areas of concern.
7. Communicate with client and internal team regarding project status.
8. Coordinate internal resources.
9. Help to define success metrics and measuring performance against these metrics.
10. Provide reporting and other updates to clients and project teams.
11. Develop and execute communications relevant to change initiatives.
12. Collaborate with colleagues and clients in creating work products.
13. Perform all other duties as assigned by supervisor.

QUALIFICATIONS:

- BA or BS in related field; MBA a plus
- 1-2 years of work experience in HR, communications, or project management with an interest in change management
- Project management skills
- Strong attention to detail
- Excellent communication skills
- Analytical mindset and critical thinking
- Good business acumen
- Team player & able to collaborate with others

This position is located in Rochester, NY and currently is remote due to COVID.

The above qualifications may be waived at the discretion of the President.

I have reviewed and understand my job description. Job descriptions are reviewed periodically.

Signature

Date