

Position Title: Project Manager Reports To: Product Manager	Department: Marketing FLSA Status: Exempt
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General Summary:

The Project Manager leads cross functional teams in the development of new products, service territories and processes that drive new revenues, improve customer experience, and reduce churn. The Project Manager will partner with department managers and key team members to lead projects through all phases to completion. This requires managing work plans and project steps to meet committed time frames and milestones, while providing periodic reports and resolving issues in a timely manner. The Project Manager has a strong growth-mindset and works with the Product Manager to prioritize projects based on net revenue gains and relevance to the company's overall strategy.

Essential Job Functions:

- Develops project plans to a prescribed standard and in a software tool defined by management:
- Coordinates all product phases: project definition, engineering, alpha testing, provisioning, billing, and support.
- Confirms project goals, defines the project to meet those goals, drives the project forward and monitors performance.
- Uses acquired knowledge to make effective decisions when presented with multiple options for how to progress with the project.
- Communicates with all stakeholders - including business sponsors and executives, functional area managers and/or consultants – on a regular basis to manage project.
- Facilitates the development and quality control of all project deliverables
- Performs risk management analysis on assigned projects and develops a comprehensive mitigation plan for identified risks.
- Escalates issues that will have a material impact on the success of the project to direct supervisor in a timely manner.
- Identifies resource constraints that will have a material impact on the negotiated completion of assigned projects and recommends alternatives and/or trade-offs.
- Applies developed knowledge of telecommunications industry standards and best common operating procedures to project structure and management.
- Performs all other related duties as assigned by management. *

**These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

Essential Knowledge, Skills, and Abilities:

- Mastery of Microsoft Office tools.
- Knowledge of business process and accounting concepts.
- Ability to identify critical path tasks, prioritize, and monitor progress.
- Intellectual curiosity.
- Ability to work independently.
- Ability to plan and coordinate multiple projects simultaneously.
- Excellent written and verbal communication skills
- Comfort leading discussions with staff from a variety of functions and management levels.
- Ability to build effective relationships and work cross-functionally.

- Ability to influence and persuade others without direct authority.
- Excellent analytical and problem-solving skills.
- Ability to pay close attention to detail and schedules.

Education and Experience:

- Education: 2-year degree required. 4-year degree preferred
- Prior project management experience required
- Minimum of three years of relevant experience
- Experience with business process optimization preferred

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing:		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Typical office environment the majority of time: seldom exposure to outside conditions as necessary to support network recovery efforts.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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