



AGILE WORKFORCE SOLUTIONS

## Hiring a : **RUN PROJECT MANAGER**

### Context and Missions

The Customer Service team supports the company's growth on a daily basis in the context of new customer acquisition, while preparing the European expansion of existing French Customers.

Each member of the Client Service Team is contributing to the ongoing improvement of the processes and the quality of our customer support, by having a limited number of customers in direct accountability.

Aligned with his manager and with the support of the entire RUN team, the mission of the RUN Project Manager is to support the deployment of our customer's project in respect of their budget and meeting the deadlines.

The Run Project Manager reports to the Client Service Director and will be collaborating with the following team members :

- All other RUN Project Managers.
- All members of the Support Team, responding notably to Customer tickets and any requests or disfunctions issued directly by our customers.
- All members of the Technical Team, notably for pre sales consultation, software development and usages.
- Members from the Sales Team and Sales Support Team.

### Main Activities

Key RUN Project Managers Missions include :

#### 1. MANAGE ASSIGNED CUSTOMER PORTFOLIO

- Implement and follow-up contractual technical terms in respect of timelines.
- Establish regular operational technical reports with available DIRECTSKILLS tools (disfunction management, availability, response rate, ...).
- Secure Service Level Agreement.

- Establish regular contractual report status including customer commitments.
- Check invoicing status and management of payment terms (identification of key contact persons and relationship with customer project managers).
- Manage joint customer project teams (management meetings and operational support committee) : organisation and planification of customer meetings and reports.
- Keep track of customer report files.

## 2. MANAGE CUSTOMER SATISFACTION :

- Identify with the right level of escalation and any project change risks.
- Establish priority development sheets taking into account customer requirements.
- Build a lasting confidence relationship with customers.

## 3. PILOT CUSTOMER PROJECTS WITHIN CONTRACTUAL TERMS :

- Participate to the improvement of DIRECTSKILLS contractual processes and tools.
- Manage several internal DIRECTSKILLS projects.
- Implement and follow-up joint Service Level Agreements and Project Deliverables.
- Prepare and assist initial project launch phases.
- Validate and animate the configuration process, instructions and tests.
- Set-up joint steering Committees agreed with the Customer aligned with contractual terms and timings.
- Support customer training and maintenance.
- Prepare Project Meeting reports and operational performance scorecards leveraging internal reporting tools (misfunction treatment, availability and response rate).
- Prepare and Monitor Contractual Alignment Meetings and Minutes.
- Define and set functional requirements and establish functional specification and documentations.
- Write Test books execute and document them.

## 4. PILOT CUSTOMER PROJECTS OUTSIDE OF CONTRACTUAL TERMS :

- Identify business processes requesting specific developments.
- Secure customer specifications identification processes outside of contractual terms (technical intervention or upgrades).
- Write functional specifications and required quotes.
- Ensure the definition and the execution of the different project phases notably related to operations. Estimate project handling and management costs.
- Depending on the workload, actively contribute to the achievement of the project (parameterization, instructions, training...).
- Project Management.
- Ensure the quality of the work from Consultant related to user training and support.

5. CONTRIBUTE TO THE SALES DEVELOPMENT OF THE MANAGED CUSTOMER PORTFOLIO :

- Improve customer knowledge (organisation, decision making process, influencers, users of DIRECTSKILLS services).
- Identify opportunities and risks, notably related to the development of new entities.
- Présent new DIRECTSKILLS application features.

6. PRE-SALES CONTRIBUTION :

- Prepare and execute customer demos.
- Check functional specifications coming from other team members.
- Establish precise call and project reports to his line manager.
- Those missions are not limited and are subject to evolutions based on company's requirements.

Education/ Job Experience/ Salary Package

- Master Degree in Engineering or Commerce.
- Min 5 years experience as project manager (AMOA or ESN) in a consulting or software company.
- Salary package between 40 and 55K€.

Required Skills at the time of hiring :

- Sense of responsibility and autonomy, taking initiatives.
- Rigorous, synthetic and sense of adaptability.
- Project management capabilities, meeting the timelines.
- Proactively manage priorities with the degree of initiative and methods required, and knowledge of complex environments.
- Flexibility and judgement.
- Excellent relationship skills and team spirit.
- Excellent level of French both in writing and speaking.

Skills mastered at the time of hiring or acquired later:

- Project management skills.
- Understanding of temporary Labor Market dynamics as well as the regulatory environment.
- Usage and knowledge of the DIRECTSKILLS platform.
- Mastery of the technical (versions, interfaces, etc.) and functional environment of the Company.

- General computer literacy.

### Our focus on Customer Service

DIRECTSKILLS Customer Service is supporting our customers , from the initial deployment and in their daily usage of our solution. Each team member is accountable for the full customer satisfaction in respect of the contractual terms.

To achieve this, the team relies on the sum of the individual knowledge of its members (deployment project managers, consultants, customer park project managers, support managers...) as well as the personal skills (appetite for functional support and technical expertise and relationship building). Team work and collective intelligence are not just buzzwords, no one will be left unsupported.

By joining the Customer Service team of DIRECTSKILLS, you are carrying common customer satisfaction objectives and are committing to improve internal processes and tools, internal governance and willing to contribute to transversal projects. It's not on top, but fully part of the job expectation.

We are open for remote working but looking forward to be able to meet again in the office when the sanitary conditions will allow it.

### Our key Assets:

- ✓ A company with impressive track record of growth, allowing each employee to develop and grow both personally and collectively.
- ✓ Modern co-working facilities in the center of Paris.
- ✓ Up to 3 days remote working possible per week.
- ✓ A collaborative and people focused management with a good balance of autonomy and guidance, empowering all employees to organize their daily work and shape the company of today and tomorrow.
- ✓ An HR policy focusing on employees' well being and development.
- ✓ An open and transparent communication from the management team
- ✓ An informal and lean work environment
- ✓ A compelling salary package including : fixed salary, bonus, lunch vouchers, healthcare coverage, life insurance, free and seniority vacation days.
- ✓ A personalized onboarding and competency improvement plan

### And what about you now ?

If you are considering that each customer is unique and that an intimate understanding of its objectives and requirements is paramount to your success, come and join us !

We are looking for ambitious and motivated talents willing to express their full potential.

DIRECTSKILLS combines idea sharing and collective intelligence to perform as one team

*"Alone we go faster, together we go further"*

To apply to this role, please submit your Resumee and a cover letter at :

[recrutement@directskills.com](mailto:recrutement@directskills.com)