

Service Delivery Manager

WorkJam is leading the charge in redefining employee engagement for the hourly-work economy.

Bring your competitive spirit, your love of innovation, and your desire to be at the forefront of an evolutionary change in our digital workforce. Now is the time to become a part of an exciting company where your ideas, passion and commitment to excellence will have a direct impact on the products that we build, the new markets we create and the people that we engage.

At our offices, the growing team is passionate about building technology that improves people's lives. While we constantly push each other to perform and innovate, we enjoy a collaborative environment where we often let loose and have fun. Join our team for an intellectually challenging, fun and rewarding career as we transform the field of hourly workforce management.

About the WorkJam Platform

WorkJam is a web and mobile app built to enable better communication with hourly workers, enhance employee self-service, improve employee motivation, recognition and overall engagement. Learn more about WorkJam at www.workjam.com

What will be your role

The Service Delivery Manager oversees the delivery of WorkJam services to our customers and partners and the successful execution of the project plan. The Service Delivery Manager establishes and executes procedures to ensure superior customer implementations of WorkJam software.

Lead delivery of WorkJam services on implementations of our software with customers and partners

Establish and refine service delivery processes and best practices

Work closely with WorkJam clients and partners to ensure their success by understanding their business needs and how our solutions can address these needs

Become proficient on the capabilities of WorkJam software and apply this knowledge on the job within a variety of industries

Participate in the full lifecycle of a project including Business Analysis, Functional Specification, System Configuration, Design, Training and Testing

Develop and document implementation plans, issue lists, status reports

Drive Project Plans to a successful conclusion

Collaborate with the Consultants and other project team members to ensure the functional specifications identified have been met

Travel as required – some international

What you need to bring to this position

- University Degree in Computer Science or any related field
- Minimum 10 years of experience in project management in the IT industry
- Excellent planning and organizational skills
- Ability to effectively manage customers and build relationships
- Aptitude to learn WorkJam product functionality
- Experience working with Software or IT Implementations is a strong asset
- Experience with workforce management applications is a strong asset
- Must be a self-starter and effectively work under limited supervision
- Strong analytical and problem solving skills

- Strong interpersonal, communication (oral and written), and presentation skills
- PMP Certification a plus
- Ability to travel up to 50%

What's in It for You

- Competitive Salary
- Excellent Benefits Package
- Great Work / Life Balance
- Located Downtown Montreal: Metro Square Victoria / Lots of shops & restaurants.

You are a passionate about new technology and would love working in an innovative team? This position is for you! Please, **send your application** at the following email: workjam-wrkj0384@applications.recruiterbox.com