



Company Description

Founded in 2004, Level One is a leading provider of customer communications, e-billing and payments solutions to utilities in the United States and employs a talented team of people with technical, operational and project management expertise.

Our employees enjoy a fast-paced, results-driven culture while maintaining a healthy work-life balance. We like to work hard, but more importantly we like to work smart to get things done.

If you join us, you will be part of a dynamic, dedicated team that is passionate about exceeding customer expectations.

This role is located in the corporate office located 53 General Warren Blvd., Malvern, Pennsylvania.

Job Description: Project Manager

The Level One Project Manager [PM] serves multiple roles within the Level One organization. The PM's primary function is to manage both internal and external projects in support of expanding products and service among new and existing clients. The PM will support the company's continued growth working collaboratively with all departments within the company that touch the customer at different stages of the sales cycle: demos, pre-sales, implementation and on-going management of key clients. The PM's role at Level One includes internal and external project management, implementation management, and developing subject matter expertise across the Level One product suite and software services, serving as SME [subject matter expert] as needed. The PM is expected to effectively present and discuss the features and functions of the products and services of the company and how the technology addresses specific pain points for both prospects and existing clients. The PM is a self-starter who can work well under pressure and balance competing priorities in a results-oriented work environment.

Responsibilities

Coordinate all aspects of client implementations related to Level One services:

- Serve as the primary point of contact for client implementations.
- Prepare project proposals to identify and define project requirements, scope and objectives.
- Create SOWs using best practice methodologies in gathering customer business rules and defining complete and accurate "functional specifications" for a particular project.
- Identify tasks, and owners in support of project delivery.
- Establish project timelines accurately estimating resource effort and cost.
- Effectively manage customer expectations related to product delivery.
- Create/Maintain internal documentation related to project implementations.
- Create/Maintain internal documentation related to customer profiles upon project completion.
- Identify, document and communicate any infrastructure requirements in advance of project implementations.
- Work independently while contributing to group, team and organizational goals and objectives.
- Establish and oversee the customer's adoption, training and development of best practices to continually drive incremental value and return on the customer's investment.
- Understand and assess customer requirements, level of adoption of the service and corporate structure as it applies to Level One roll out and adoption.

- Effectively present and discuss the products and services of the Company to existing and potential customers.
- Maintain proficiency as SME [Subject Matter Expert] on Level One client applications.
- Track information to position Level One's value proposition as part of our overall business solution, linking these benefits back to the key business issues of the client; including contributing to RFP responses.
- Other projects and responsibilities as required.

Qualifications/Requirements

- 5+ years of IT management experience; Bachelor's degree in related field; PMP certification a plus
- Excellent time management; ability to prioritize multiple tasks with competing resources.
- Strong organizational and follow up skills; working knowledge of MS Office and project management tools.
- Ability to work as part of a team; both as a member as well as a leader.
- Proven leadership experience and ability to lead projects across organizational boundaries
- Excellent verbal and written communication skills required; ability to write reports, business correspondence, and process documentation.
- Executive credibility and ability to engage various levels of the organization

Travel

Up to 25% travel may be required for client projects, remote office visits, training, and conferences