



# CAREER OPPORTUNITIES

## Job Description: Project Manager

### WELCOME TO PCI PAL

PCI Pal is the specialist provider of secure payment solutions to contact centres. We dedicate ourselves to the pursuit of easy-to-integrate and simple-to-deploy technology and provide a highly compelling value proposition to solve our customers' challenges in achieving security compliance.

We are currently looking for a Project Manager to join our US team.

### THE OPPORTUNITY:

This role bears wider responsibilities than typically associated with Project Management. You will be expected to work closely with the customer implementations team and provide immediate post go-live support and deliver product demonstrations/occasional training for customers where required. You will quickly learn the technology commonly integrated to PCI Pal and develop a rounded knowledge of telephony, cloud contact center services, and enterprise applications

### YOU WILL BE RESPONSIBLE FOR:

- Managing full project lifecycle tasks for customer projects from start to successful go-live.
- Creating and delivering project work plans, including initial scoping, defining milestones, and identifying and allocating resources.
- Tracking project progress and providing regular and timely project status reports to key stakeholders.
- Providing customer facing support throughout the implementation stages, and, where required, post-go live reviews and client meetings.
- Supporting the customer by attending off-site meetings and/or conference calls where necessary
- Working in conjunction with the Web Integration Specialist team to assist with documenting technical and operational aspects of solutions, solution delivery, integration requirements, and any bespoke development requirements
- Working with line management to pass on customer feedback to help develop our product offering.
- Providing post go live support to issues raised by phone and email as required; correcting as necessary with a calm and professional manner.
- Give advice, assistance and training on platform solutions to colleagues where necessary.

### WE WANT TO HEAR FROM YOU IF YOU:

- Have project management experience, particularly in implementing software projects
- Have PRinCE2 or other relevant PM qualifications
- Have successfully managed a high volume of projects simultaneously
- Are self-motivated and have the ability to work under pressure to meet strict deadlines
- Have meticulous attention to detail
- Exceptional communication, organisational and presentation skills
- Are able to build strong relationships and credibility with customers and internal teams
- Are happy to work flexibility to meet project deadlines and customer expectations

### IN RETURN WE OFFER:

- 15 days PTO
- Company share options
- Hybrid working in our Charlotte office and from home on agreed days
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).