

Associate Project Manager

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Company: Vonage

Location: Poland

Category: business-and-financial-operations

Job Summary

The Service Delivery Team at Vonage provides a unique one on one onboarding experience for high value new accounts. The Associate Project Manager is responsible for project management of the highest segment of new high value accounts.

The successful candidate will demonstrate proven leadership experience in a customer service or project management environment. The Associate Project Manager reports directly to the Service Delivery Manager. Candidates for this position may be required to work a schedule that could include nights and/or weekends.

Essential Job Functions

Manage the onboarding of high value accounts

Facilitate face-to-face communication and project feedback, from initial kickoff through milestone reporting and close-out.

Work with cross-functional Vonage stakeholders to define project scope based on client needs and expectations.

Participate in calls with Sales to learn about account and advise on best practices for potential deals or deals about to close

Monitor and manage activation and porting dates for all assigned accounts

Manage/complete multiple projects in a timely manner while still handling daily call/email volume

Participate in post-project evaluation sessions.

Coordinating with internal teams to complete labor intensive tasks which typically fall to the customer for completion

Answer customer questions, via phone or email, on all company supported applications

Provide customer focused support using clear and descriptive methods

Work with multiple departments to provide internal education and assistance

Additional relevant duties as assigned

Communicate, implement and support process change initiatives as directed by management

Specific Requirements

Bachelor's degree in related field preferred or equivalent experience

1-2 years industry experience

Outstanding communication skills; oral and written

Excellent time management skills

Strong listening skills

Conflict management skills

Ability to work in a fast-paced environment

Detail oriented

What's in it for you

In addition to providing exciting work, career advancement opportunities, and a collaborative work environment, Vonage provides competitive pay and benefits including unlimited discretionary time off and tuition reimbursement.

Note: The purpose of this profile is to provide a general summary of essential responsibilities for the position and is not meant as an exhaustive list. Assignments may differ for individuals within the same role based on business conditions, departmental need or geographic location.

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