

Join the experience revolution

VoiceFoundry has been at the forefront of designing contact centre solutions that create exceptional customer experiences. We are passionate about the customer experience and specialize in the delivery of [Amazon Connect](#), a cloud-based enterprise contact centre solution. Our global team matched with our partners are uniquely focused on helping businesses improve customer engagement, while maximizing the benefits of the cloud.

We are true believers in making every interaction intelligent, natural and downright enjoyable. If you want an opportunity to make a difference every day for customers, take a look at VoiceFoundry and join our team.

Project Manager

Skills / Traits

- An ability to work with demanding clients in an ever-changing, fast-paced environment.
- Thorough knowledge of agile methodologies such as Scrum
- A fantastic ability to think on your feet and handle tough conversations where necessary for the good of your team and the success of the project
- Someone who seeks to understand before prescribing a solution
- An interest in technology, especially in the services offered by AWS, and helping improve the customer service of your clients
- Detail-oriented
- Excellent meeting presence; confident in dealing with different stakeholders at all levels
- Takes ownership of their projects, handling demanding clients, occasional tight timelines and budgets.
- Excited about new challenges

Bonus

- AWS ecosystem knowledge - AWS Certifications are even better
- Knowledge of the contact centre industry
- Certified Scrum Master, SAFe certification



Role in the organization

As a project manager you will play a vital role for our clients and teams. In addition to typical project management work, such as budget management, arranging opportunities for collaboration and task follow-up, you will act as a consultant, providing customers with technical advice, best practices and guidance where possible. We encourage you to know AWS inside and out, giving you a strong foundation to be able to make suggestions to add value for your clients.

Project Managers at VoiceFoundry act as the voice of reason and wisdom on their projects in order to protect the client's investment and their team's welfare and state of mind. Our PMs have to be good at communicating success and failure equally well. We may not always be perfect, but we are customer-obsessed and want our customers to know that we have their back.

Day to Day

Our project managers are the communication focal point for our development/delivery teams. Daily, they focus on the following areas:

- Schedule stand-ups and other meetings with their team and their clients
- Manage the budget for all of their projects, constantly communicating with clients about the scope, timing, and remaining resources
- Keep team members busy. There's always work to be done. Our PMs help developers find the right work for them
- Assist in documenting the design of the process for the contact centre
- Provide key assistance for transitioning from delivery to managed services
- Helping clients understand how the delivery team will meet their business goals and the costs around using those technologies
- Identifying tradeoffs between various solution options

Please submit your letter of interest and resume to careers@voicefoundry.com