

**Job Title:** Project Manager  
**Status:** Full Time  
**Department:** Customer Care  
**Shift:** days  
**Supervisor Title:** PMO Manager  
**Location:** Las Vegas  
**Titles of Jobs Directly Supervised:** None

### **Description**

The role of the Project Manager is to plan, execute, and finalize projects according to strict deadlines and within budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The Project Manager will also define the project's objectives and oversee quality control throughout its life cycle.

### **Responsibilities**

#### **Strategy & Planning**

- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Liaise with project stakeholders on an ongoing basis.
- Set and continually manage project expectations with team members and other stakeholders.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.
- Develop best practices and tools for project execution and management.

#### **Acquisition & Deployment**

- Estimate the resources and participants needed to achieve project goals.
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary.
- Where required, negotiate with other department managers for the acquisition of required personnel from within the company.
- Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle.

#### **Operational Management**

- Direct and manage project development from beginning to end.
- Develop full-scale project plans and associated communications documents.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop, and grow any business relationships vital to the success of the project.

### **Position Requirements**

#### **Formal Education & Certification**

- University degree in the field of computer science or business administration.
- Certifications in Project Management Professional (PMP) and/or Masters Project Manager (MPM)

#### **Knowledge & Experience**

- Five to seven years direct work experience in an IT project management capacity, including all aspects of process development and execution.
- Two years direct experience with the deployment of complex “in-house” developed software applications.
- Strong familiarity with project management software, such as Microsoft Project.
- Strong familiarity with gaming industry software, systems and operational procedures.
- Familiarity with software development lifecycle and current web development technologies.
- Experience in developing and deploying project best practices, policies, procedures, and processes.
- Demonstrated experience in personnel management.

#### **Personal Attributes**

- Ability to facilitate relations between business groups and technology departments.
- Solid leadership skills.
- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.

- Ability to read communication styles of project team leads, team members, and contractors who come from a broad spectrum of disciplines.
- Persuasive, encouraging, and motivating.
- Ability to defuse tension among and between project teams, should it arise.
- Advanced interpersonal, written, and oral communication skills.
- Adept at conducting research into project-related issues and products.
- Must be able to learn, understand, and apply new technologies.
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.

### **Work Conditions**

- Overtime may be required to meet deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects.
- Physically able to participate in training sessions, presentations, and meetings.
- Travel for the purpose of meeting with clients, stakeholders, or off-site personnel/management.