



Premier LogiTech

Services & Solutions for Logistics & Technology

POSITION TITLE: Associate CEPM (Client Engagement Project Mgr.)

Position Summary:

The Associate CEPM (Client Engagement Project Manager) is Premier LogiTech's direct line of contact with our Clients, under the Supervision of a CEPM. The Associate CEPM is the liaison between the Client and internal Sales team when onboarding the Client and when introducing new products and services to an existing Client's portfolio. The Associate Client Engagement Project Manager may seek to penetrate the Client with additional services as both ongoing endeavors and one-off projects. The Associate CEPM will be guided on conducting routine health checks with each assigned Client, providing Client key metric reporting against SLAs, preparing invoices, and executing escalations through fruition including completing CARs.

Responsibilities:

The below responsibilities will be overseen and guided by an assigned Client Engagement Project Manager

- Manage key new client projects.
- Plan and manage project resources for each new client, including staff as needed.
- Create support model documentation for respective projects.
- Review documentation and assure it is complete, acceptable and in accordance with standards.
- Work closely with business units and partners to define and manage scope of business for each new client.
- Prepare regular project status reports in accordance with the guidelines set by Leader.
- Manage project scope and change requests along with external client expectations.
- Support launch plans for new services and client requirements, including reporting and documentation necessary.
- Cultivate the client relationship in the implementation phase by setting and managing expectations.
- Consult with client to manage expectations and ensure products meet client needs.
- Serve as central point of contact in the implementation phase and routinely relay project information to management and key stakeholders.
- Communicate thoroughly and effectively with the client, specifically focusing on client responsiveness.
- Assess and evaluate client needs for initial scope of project and develop project specifications and objectives based on the assessment.
- Prepare and maintain project plans and client-facing communications including - but not limited to - project timelines, schedules, agendas and training plans.
- Monitor project deliverables and progress through the duration of the project plan and manage deviations as appropriate, including project scope.
- Consult with the client to develop communications strategy and coordinate the delivery of materials.
- Configure the system as defined in the project scope and specifications.
- Conduct onsite presentations, webinars and conference calls during the implementation phase to orientate a new client, collaborate with contacts and train client contacts on the systems and processes.



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- Work closely with internal partners (Customer Service, Financial Operations, Card Operations, Product Support, and Product Development) to ensure client-specific requirements are executed.
- Proactively identify factors jeopardizing the project and escalate issues to management as appropriate.
- May manage multiple projects, tasks and responsibilities simultaneously.
- Develop and maintain product and system knowledge, attend and conduct internal and external training sessions, review enhancement and defect-resolution software release information.
- Assist other team members with client implementations, product knowledge and project tasks.

Skills and Specifications Required:

- 1 plus years' experience designing processes, managing third party providers, internal departments and directing operations for new business implementations.
- 1 plus years' experience working directly with internal and external clients
- 3 plus years' experience with all Microsoft Office applications
- Program or Project Management or relevant Experience
- Excellent interpersonal/communication and presentation skills
- Strong consultative, analytical and problem solving skills
- Ability to manage and prioritize multiple competing projects
- Ability to inspire and motivate
- Detail oriented, strong organizational skills and ability to work independently with sense of urgency
- Excellent interpersonal/communication and presentation skills
- Strong consultative, analytical and problem solving skills
- Understanding of the technology or logistics services industry preferred

Physical Requirements, with or without accommodation:

- Ability to sit or stand for long periods of time
- Work is generally performed in an office environment subject to stressful situations
- Flexible schedule with possibility of working long hours, including some weekends
- Limited travel may be required to support business needs

Equal Employment Opportunity

The success of Premier Logitech is due to the contributions of employees from diverse backgrounds, national origins and heritage. It is Premier Logitech's policy to provide equal employment opportunity for all applicants and employees.

JOB DESCRIPTION ACKNOWLEDGMENT

I have read the Job Description for the **Associate CEPM (Client Engagement Project Manager)** position and fully understand that I am expected to fulfill the job requirements set forth therein. Furthermore, I agree that I can perform the essential functions of this job without accommodation or with accommodation upon formal request. I understand that the information contained within this job description is intended to indicate the general nature and level of work performed and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract, that the Premier Logitech is an at-will employer, and that my employment may be terminated by the Premier Logitech or by myself at any time, with or without cause or notice.



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Employee Signature

Date