

Project Manager--Oakland

California Communications Access Foundation (CCAF) is seeking a Project Manager for our Oakland Office. As a member of the Ability Central Cloud Consulting Team, the Project Manager is responsible for planning, monitoring, execution and delivery of Salesforce.com solutions to clients of Ability Central.

The Organization: Founded in 2003, CCAF serves the residents of California who are Deaf and Disabled. Its mission is to serve as an educator, convener, and resource working collaboratively to ensure communications access for people with disabilities in California. With employees around the State, CCAF manages the Deaf & Disabled Telecommunications Program (DDTP) for the California Public Utilities Commission (CPUC), as well as the California Relay Service (CRS) and other related programs and services. At no-cost, DDTP provides specialized telephones and relay services to Californians with difficulty hearing, seeing, speaking, moving, and/or remembering through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Initiates, develops and manages relationships between clients and Ability Central team, serving as a key point of contact and bridge between resources, service and technology delivery, quality assurance and process improvement.
- Manage full-lifecycle of project from discovery, implementation, testing, to rollout.
- Perform standard project management tasks such as creation and management of workplans, project plans, budget, issue identification and resolution.
- Produce and maintain project documentation, including statements of work, meeting notes, status reports, change management, and client approval documents.
- Identify and manage project risks.
- Manage multiple projects concurrently.
- Drive the project team to meet the agreed-upon timelines, maintaining the critical path and overseeing project budget.
- Communicate with internal and client teams effectively to ensure expectations are set and all deliverables are met on schedule.
- Construct clear, concise, written and verbal communications that provide the details required for project stakeholders.
- Lead monthly update meetings and track work spent vs available support hours for clients on post-implementation support agreements.

QUALIFICATIONS

Education/Experience

- Bachelor's Degree in Project Management, Business Management or industry equivalent; or equivalent combination of education and 4 years relevant experience.
- 4+ years of project management experience dealing with software development.
- 3+ year(s) experience in Salesforce.com (SFDC) implementations.
- Experience leading requirements gathering sessions and documenting requirements.
- Experience managing budgets, project risks, dependencies, resources, and vendors.
- Strong background and experience in relationship management working with diverse groups of technical and non-technical individuals.
- Experience working in non-profit setting preferred.

Knowledge, Skills, and Abilities

- Excellent written, verbal, and interpersonal communication skills and presentation skills, with the ability to write concise and comprehensive reports and correspondences.

- Advanced proficiency with Microsoft Office: Excel, Word, PowerPoint, and Outlook.
- Experience with Project Management software (Wrike, Trello, etc.), Scrum project management methodology and working in an agile team environment preferred.
- Experience with Salesforce Nonprofit Success Pack (NPSP), Lightning interface, and Salesforce.com integration experience highly preferred.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to collect and organize data for presentation purposes.
- Ability to recognize opportunities for improvement and implement changes.
- Solid organizational and administrative skills with strong attention to detail.
- Ability to work well both independently and as part of a team.
- Demonstrated ability to work with and for customers of diverse backgrounds.
- Ability to manage time and competing deadlines effectively.
- Ability to adjust to changes in priorities.

Certifications

- Project management certifications (PMP, MPM, CSM, etc.) preferred.
- Salesforce.com administrator, consultant or developer certification highly desirable.

Special Requirements

- This position requires occasional travel, normally within the State of California.

TO BE CONSIDERED

Applicants are strongly encouraged to review the complete job description at www.ccaf.us/employment. To apply for this position, please follow the link to our job page on Indeed.com at <https://bit.ly/38DHQw1> click the "Apply Now" button, respond to the questions, and paste your resume and cover letter (required) where indicated. Successful applicant must be able to pass a background check. Relocation expenses not reimbursed.

To learn more about the California Communications Access Foundation please visit us at <http://www.ccaf.us>.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*