

# CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

## JOB DESCRIPTION

**JOB TITLE:** Project Manager  
**DEPARTMENT:** Cloud Consulting  
**REPORTS TO:** Director of Systems & Technology  
**FLSA STATUS:** Exempt  
**PREPARED BY:** David Kehn, Noe Gutierrez, and Jo Ann Nelson  
**PREPARED DATE:** February 2020

### **SUMMARY**

As a member of the Ability Central Cloud Consulting Team, the Project Manager is responsible for the planning, monitoring, execution, and delivery of Salesforce.com solutions to clients of Ability Central. The person in this role fosters positive collaborative relationships within Ability Central's internal project team and directly with external clients to drive the delivery of solutions that help solve business problems and drive efficiency for clients.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **PROJECT DELIVERY**

- 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.

#### **OTHER DUTIES**

- Support CCAF Mission, Vision, and Values.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment and other CCAF policies and procedures.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive information, such as information regarding customers, staff, and company.



- Perform other duties and responsibilities as directed by the Director of Systems and Technology.

## **ORGANIZATIONAL RELATIONSHIPS**

- Works and collaborates with the Salesforce Consultant, Salesforce Administrator and other CCAF staff members and management.
- Regularly interact with Ability Central clients (team members and management) to understand and solve business problems and to create efficiencies.

## **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

## **REQUIRED QUALIFICATIONS**

### **EDUCATION**

- Bachelor's Degree in Project Management, Business Management or industry equivalent; or equivalent combination of education and 4 years relevant experience.

### **WORK 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.

### **LICENSES OR CERTIFICATIONS**

- A valid California Driver's license and a clean driving record are required.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Computer Skills
  - Advanced proficiency with Microsoft Office: Excel, Word, PowerPoint, and Outlook.
  - Experience with Project Management software (Wrike, Trello, etc).
- Reasoning Ability
  - Ability to define problems, collect data, establish facts, and draw valid conclusions.
  - Ability to recognize opportunities for improvement and implement changes.
- Language Skills
  - Must be able to understand and read, write, speak fluently the English language.
  - Excellent written and verbal communication to be able to articulate complex concepts to various audiences including non-technical people.
  - Ability to develop training documents and train individuals with varying degrees of technical skills.
- Mathematical Skills
  - Ability to work with mathematical concepts such as probability and statistical inference.
  - Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

- Solid organizational and administrative skills with strong attention to detail.
- Ability to work well both independently and as part of a team.
- Ability to establish working relationships within the organization and the clients.
- Ability to manage time and competing deadlines effectively.
- Ability to adjust to changes in priorities.
- Demonstrated ability to work with and for customers of diverse backgrounds.

## **SPECIAL REQUIREMENTS**

This position may be required to travel up to 25% of the time, primarily within the state of California.

## **DESIRED QUALIFICATIONS**

### **WORK EXPERIENCE**

- Experience with Scrum project management methodology and working in an agile team environment.
- Experience with Salesforce Nonprofit Success Pack (NPSP).
- Experience with Lightning interface.
- Salesforce.com integration experience.
- Experience working in non-profit setting.

### **CERTIFICATIONS**

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

### **LANGUAGE SKILLS**

- Ability to communicate in American Sign Language (ASL).

## **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with extensive computer usage. This role routinely uses standard office equipment such as computers, keyboard/mouse, phones, all-in-one copiers/printers, and filing cabinets. Occasional driving and flight travel to customer sites is required.

While performing the duties of this job, the employee is regularly required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, sit, bend, squat, kneel, twist, crouch, and reach with hands and arms while in an office setting.
- Use of speech and hearing to communicate in person and by telephone.
- Frequent exercise of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Occasionally lift or move moderate weight (up to 25 lbs.).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

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Employee Signature

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Date

