



Salesforce Project Manager

Redpath Consulting Group, LLC.

Location: Minneapolis, MN

Compensation: Based on experience

Redpath Consulting Group, established in 2008, is a Salesforce partner providing cloud solutions and strategies to clients of all sizes. We strive to create long-term relationships with clients by providing unparalleled customer service and technical ability. We provide an open, fast-paced, and tight-knit working environment to our employees.

The Salesforce Project Manager will work with other Salesforce consultants, customers, vendors and technical teams to create unique customer solutions leveraging the full power of the Salesforce platform. This is a customer facing role that will have responsibility for managing requirements gathering, project communications, project timeline, scope, quality and budget to ensure projects are delivered to the statement of work. The Project Manager will also be responsible for participating in resource allocation discussions and identifying resourcing needs relevant to projects. The job will require moderate travel (up to 20%) and is based out of Minnesota.

Accountabilities

Customer Relations

- Manage the overall customer relationship, have full command of the customer business model, and demonstrate respect and responsiveness to customer needs.
- Engage with customers on additional requirements and business needs and promote additional follow on work.
- Engage with sales to develop and get customer approval for change orders & change requests.
- Build relationships with various business and technology roles at all levels in the organization.
- Communicate complex ideas, issues, concepts and solutions to all levels of the organization, including executive leadership and the business.
- Resolve conflicts with customers and project team members including vendors.

Project Success

- Ensure operational success and execution by establishing and managing project governance and communication.

- Leverage a basic understanding of the Salesforce platform in order to recognize issues early on and resolve via resourcing, scope management, or expectations management.
- Ensure high quality implementations by driving adherence to Redpath implementation methodology.
- Provide overall project leadership, managing project kickoff, ongoing scrum meetings and overall ongoing communication with customer and Redpath team members throughout the duration of the project.
- Deliver projects successfully within a tight deadline.
- Understand high-level business requirements and be able to communicate those effectively back to the customer from a business standpoint.
- Create visual representations of project timeline and communicate these effectively to the customer.

Team Focus/Collaboration

- Serve as a liaison between Redpath Sales and Customer
- Ensure project success working with 3rd party delivery partners, customer teams, and AppExchange vendors
- Work with stakeholders, customer subject matter experts (SMEs) and/or information technology personnel to ensure project progress, as required.
- Effectively communicate complex ideas, issues, concepts and solutions to all levels of the organization (both Redpath's organization and customer organizations)

Required Qualifications

- Bachelor Degree in Computer Science, MIS, Business or equivalent experience.
- 2+ years of software project delivery experience in a medium or large organization.
- 2+ years of project management experience.
- Experience with software development life cycle.
- Experience managing resource allocation across multiple projects.
- Basic understanding of data structures, data modeling, and database schemas.
- Familiarity with use cases and user stories.
- Experience scoping professional services engagements and writing proposals or RFP/RFI responses.
- Proven risk management, issue resolution and change control proficiency.
- Experience managing Statements of Work (in scope, out of scope, and change management).
- An exposure to the Agile SCRUM development and Waterfall methodologies.

Preferred Qualifications

- Certified Salesforce System Administrator
- Certified Scrum Master
- 2+ years Salesforce project delivery experience
- Experience working with 3rd party delivery and product partners.
- Experience with business process documentation.
- Client facing experience in additional capacities such as sales, account management and customer support.

Redpath is an Equal Opportunity Employer.

US citizens and those authorized to work in the US are encouraged to apply.