

Job Description: Project Manager

Key Responsibilities

Customer Onboarding Project Leadership

- Own and manage the complete onboarding lifecycle for new customers from contract handoff through go live.
- Develop detailed project plans, timelines, milestones, deliverables, and risk mitigation strategies.
- Ensure onboarding projects are delivered on time, within scope, and aligned with customer expectations.
- Create repeatable onboarding frameworks to replace ad hoc implementation approaches.

Client & Stakeholder Management

- Serve as the primary project contact for customers during onboarding.
- Build strong working relationships with customer stakeholders.
- Lead project kick-off meetings, status reviews, escalation calls, and executive updates.
- Manage expectations proactively and ensure transparent communication throughout implementation.

Cross-Functional Coordination

- Collaborate with Sales, Customer Success, Product Management, Development, Support, Training, and Finance teams.
- Coordinate internal resources to ensure smooth delivery of implementation tasks.
- Remove blockers and resolve dependencies across departments.

Process Improvement & Governance

- Standardize onboarding methodologies, templates, governance models, and best practices.
- Identify bottlenecks causing delays or revenue leakage.

- Implement scalable processes for enterprise customer onboarding.
- Track lessons learned and continuously improve implementation efficiency.

Risk, Issue & Revenue Management

- Identify project risks early and develop mitigation plans.
- Escalate critical issues appropriately.
- Ensure timely completion of onboarding milestones tied to billing and revenue recognition.
- Minimize implementation delays that impact customer satisfaction or cash flow.

Reporting & Performance Tracking

- Monitor onboarding KPIs such as:
 - Time to go-live
 - Project milestone adherence
 - Customer satisfaction
 - Escalation rates
 - Revenue realization timelines
- Provide regular project reporting to leadership.