

Singota Solutions

JD032

Job title: Project Manager
Department: Client Services
Location: Bloomington, IN
Position Type: Full-time, 40 hours/week, exempt

General Description including Skills and Physical Activity Requirements:

Project Manager:

- Understand client needs, scope, plan, and prepare standard to complex project plans/proposals for all company service offerings.
- Own and drive from kick-off to completion the successful execution of multiple client projects for all company service offerings.
- Ensure alignment on project requirements and that services are delivered to clients right the first time, on-time, and on-budget, while minimizing risks.
- Train, lead, and mentor other department personnel in the areas of project management and client management.
- Motivate teams, manage, and appropriately prioritize workload across multiple clients, projects, and work activities to meet business commitments, deadlines, client expectations, and project goals.
- Maintain and build strong, trusted, client relationships, serving as a primary contact for clients.
- Establish and lead project communication internally and externally, including team meetings (kick-off, progress updates, closing) and other communication touch points, as necessary to coordinate and monitor project activities across all team members.
- Track project and client-driven performance metrics and use them to improve systems, processes, and customer service.
- Use Singota Solutions systems and standard project management techniques and tools to appropriately identify, prioritize, and manage all aspects of multiple client projects for all company service offerings including:
 - o tasks
 - o risks
 - o action items
 - o decisions
 - o milestones
 - o timelines
 - o deliverables
 - o change management
- Provide a customer experience that embodies the Singota culture of high trust, high accountability and high performing teams and promotes personalized, responsive, respectful, trusted, and transparent client interactions and issue resolution.
- Accurately invoice clients based on transactional volume and resource utilization.
- Host client visits and assist with client audits.
- Safeguard and promote high client satisfaction/retention and appropriately direct client feedback.
- Forecast existing client demand for input into the Sales & Operations Planning process.
- Act as the voice of the client for internal operations, quality, and business planning.
- Comply with quality and safety management systems including requirements for documentation, training, system use, SOPs, processes and procedures.
- General support required of a company where everyone is expected to perform multiple tasks both inside and outside their department to meet the needs of the business.

Characteristics and skills required include:

- Independent and self-directed work ethic; good judgement and strong decision-making skills
- Excellent communication and presentation skills – oral and written. Ability to communicate effectively and professionally across various audiences and organizational levels.
- Unwavering personal integrity and accountability
- Positive and action-oriented; driven to continuously improve and willing to go the extra mile
- Excellent time management, organization skills, and ability to manage multiple priorities with high attention to detail.
- Quick to get up to speed, invigorated by challenges, and readily accepts change in a fast-paced, deadline driven, work environment

- Strong team orientation with ability to lead and influence others
- Commitment to sales, operations, quality, and exceptional customer service with an innate desire to succeed
- Strong business acumen, strategic, and analytical skills
- Ability to travel to client sites, conferences, and trade shows
- Ability to creatively problem solve, and resolve issues and conflicts

Work Experience Requirements:

- Previous work experience in the pharmaceutical and/or biotechnology industry with 3-5 years in a project management role.
- Demonstrated knowledge of the drug development process. Previous aseptic drug product manufacturing experience, preferred.
- Experience building customer relationships and business networks.
- Proficiency in Microsoft Office software suite
- Proficiency in project management techniques and tools/software, including MS Project
- Experience using ERP and CRM systems

Education Requirements:

- B.S. degree required; major in pharmaceutical science, biology, chemistry, business management or engineering, preferred

Singota Solutions is an Equal Opportunity Employer