



Stria is a business process outsourcing (BPO) company whose purpose is to positively impact lives and livelihoods. Stria uses cloud-based technology to automate business processes for our clients. Primarily, this work centers on building and/or integrating cloud-based software applications. For processes that cannot be automated, Stria's staff provide hands-on services in areas such as scanning, mail processing, records management, data entry and more.

The company serves several vertical markets including agriculture, energy, government, health care, financial services, and retail.

The company is a privately held, forward-leaning organization that offers flexible schedules, good pay, a superb culture, and the opportunity to make a difference in the world. An ability to work in a fast-paced environment and strong attention to detail are essential. More information can be found online at www.Stria.com/careers.

Position Title

Director of Project Management

Position Summary

The Director of Project Management is responsible for planning, monitoring, and coordinating the successful execution of a wide array of projects. With a support staff of several project managers, Stria's Director of Project Management maintains a detailed schedule of revenue and tasks associated with each project. This position spends most of their time serving as a conduit between internal service delivery teams and client stakeholders. A significant emphasis is focused on revenue forecasting, project plan maintenance and customer satisfaction.

Qualifications (Knowledge, Skills, Abilities)

- Knowledge of: the use of advanced cloud-based technology in a business setting, especially DocuSign, ZoHo and Smartsheet; principles and processes for providing customer services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction; administrative and clerical procedures and systems, managing files and records, and other office procedures and terminology.
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Skill in: considering the relative costs and benefits of potential actions to choose the most appropriate option; motivating, developing, and directing people as they work, identifying the best people for the job.
- Ability to: communicate verbally and in writing at a level commensurate with engaging executives, management, and clients; interface with Stria's "back office" subject matter experts (SMEs) in the areas of information technology, human resources, accounting, etc.
- CAPM or PMP certification (completed or in progress) is required.
- 3 years' experience in a project management role with managerial responsibilities

To Apply

Send cover letter and resume to Careers@Stria.com



JOB DESCRIPTION

Position Title: Director of Project Management

Department: Administration

EEOC Class: Executive/Senior-Level Officials and Managers

Reports To: V.P. of Operations

FLSA Status: Exempt

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Essential Job Functions

- Maintain of a companywide forecast of project revenue.
- Effectively and accurately communicate relevant project information such as project status and issues that may impact client relations, profitability, or company integrity to the client stakeholders, V.P of Operations, CEO, and other internal stakeholders.
- Supervise project management staff and oversee all projects and their development.
- Assist the VP of Sales and Marketing in the review of proposals and change orders to ensure that only fair and reasonable pricing is recommended for approval.
- Publish: a weekly report on project status issues, a report of completed tickets, pending tickets and overdue tickets, and biweekly KPIs.
- Work with Sales to track & manage client requests, contemplated change notices, and change orders.
- Prepare substantial project close out forms and ensure all required project documents are obtained.
- Use project scheduling and control tools to monitor projects plans, work hours, budgets and expenditures to track the progress and profitability of work being performed while ensuring clients' needs are met in a timely and cost-effective manner.
- Monitor all current project plans and document project milestones, pending milestones, overdue milestones, and tasks.
- Prepare and modify documents including correspondence, reports, drafts, memos and emails.
- Schedule and lead client meetings, distribute agendas to all project team members and customers prior to meetings.
- Work to improve upon SOPs in close collaboration with Directors and CEO as well as be familiar with and adhere to Stria Standard Operating Procedures (SOPs)
- Identify new revenue opportunities in the form of change orders, new proposals or ongoing work.
- Team Management: utilize team members to fullest potential, encourage collaboration, mitigate conflict, foster positive communication, acknowledgement and appreciation.
- Identify opportunities of improvement and makes constructive suggestions for change; manage the process of innovative change effectively.
- Performs other related duties as assigned.

Qualifications (Knowledge, Skills, Abilities)

- Knowledge of: principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction; administrative and clerical procedures and systems, managing files and records, and other office procedures and terminology.



- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Skill in: considering the relative costs and benefits of potential actions to choose the most appropriate option; motivating, developing, and directing people as they work, identifying the best people for the job.
- Ability to: communicate verbally and in writing at a level commensurate with engaging executives, management, and clients; interface with Stria's "back office" SMEs in the areas of information technology, human resources, accounting, etc.
- CAPM or PMP certification preferred
- 3 years experience in a project management role with managerial responsibilities

Physical Demands and 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 position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.