/ POSITION: PROJECT MANAGER

iCOVER Services is a company specialized in information verification services (also known as background screening). Our main area of activity covers Integrity, Identity, Reference and Reputational research for Pre-Employment Screening and Business Intelligence.

OPERATIONAL TASKS

- Leads a project management team tasked with creating, developing, and managing tools and processes for delivering all categories of verifications commercialized by our company
- Identifies user team needs (support, delivery, sourcing, etc.) and gathers all related information for project development
- Takes an active interest in mentoring team leaders to new processes
- Helps develop a strong, high-achieving and positive team that meets ambitious goals, through the use of such IT tools as well as coaching and appraisals
- Provides team statistical overview to the company's management of the project management team's monthly tasks
- Develops cross team tools for knowledge sharing- Pilots common tool needs
- Ensures use of project management tools (such as project management calendars, bug management tools, etc.) that guarantees information sharing and project success. All team collaboration tools would be under the supervision of this department (Lucidcharts, Confluence, Jira, etc.)
- Provides detailed specifications for all projects (delivered or projected)

PILOTS EVERY SYSTEM PROJECT MANAGER BASED ON THEIR FIELD RESPONSIBILITY

- Delivery project management
- Manages service integration from external customer interfaces/platforms and guarantees daily reliability of information integrated.
- Creates delivery flow charts in association with delivery teams to guarantee service efficiency
- Ensures efficient working process and proposes improvements based on user feedback
- Prepares and maintains process fulfillment documents in order to ensure improved quality and fulfillment productivity
- Is innovative and flexible by suggesting improvements, challenging accepted norms and introducing new verifications methods if justified
- Receives agent feedback on system use, from both Support and delivery teams, to influence system, product and process evolution
- Increases customer satisfaction by building a close analysis and monitoring the process in details

RESPONSABILITIES

- Coordinates internal resources and third parties/sources/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Identifies appropriate collaboration tools to be used for teams participating in projects
- Assists in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensures resource availability and allocation
- Develops a detailed project plan to monitor and track progress
- Manages changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measures project performance using appropriate tools and techniques
- Reports and escalates to management as needed
- Successfully manages relationships with all stakeholders
- Performs risk management to minimize project risks
- Creates and maintain comprehensive project documentation

SYSTEM TOOLS MANAGEMENT

- Ensures quality control of system tools delivered
- Delivers all user guides necessary for correct use of the system
- Participates periodically in quality control for the purpose of better system understanding
- Ensures that cases are being worked completely correspondingly to the established rules and procedures
- Ensure that templates are used and participates in streamlining system processes
- Helps resolve training and/or process issues

REQUIREMENTS

- Excellent command of English language (both written and spoken)
- Good command on any other language
- Experience in research and case management
- Technical skills (excellent Internet research- fast way of finding information and implementing in the specific case, easy work with different databases; Word, Excel, Power point)
- Personality competences: analytical thinking, attention to detail, excellent time management, analyzing information and fast and easily finding new information
- Behavioral qualities: Problem solving, quality-oriented attitude, ability to work with different people/institutions, exhibit diplomacy when it is needed, ready to adapt to potential changes, assertiveness, focused and serious approach to work

Position based in Paris.

Please send your application to Camille POITROT at: cpoitrot@i-covereurope.com.