

1. Job Title: Senior Project Manager

1.1 Reports to: Designated Manager or Supervisor

1.2 Is reported to by: N/A

2. Job Description

2.1 Position Summary

The Senior Project Manager is responsible for the successful delivery of assigned projects in alignment with contractual obligations, company objectives, and stakeholder expectations. This role requires strong communication, leadership, and collaboration skills to manage both internal teams and external clients. The position may require occasional national and international travel.

2.2 Key Responsibilities

- Lead and manage projects through all phases, from initiation to close-out, ensuring alignment with contractual requirements and business objectives.
- Oversee and report on project scope, schedule, and budget; take corrective actions as necessary to ensure successful delivery.
- Maintain a professional standard in all client and stakeholder communications, fostering positive and productive relationships.
- Mentor and support team members within the Customer Experience Department to develop strategic thinking and leadership skills.
- Provide day-to-day oversight and leadership of project management activities, ensuring alignment with departmental and organizational priorities.
- Continuously evaluate and contribute to the improvement of project management processes within the department.
- Gain a comprehensive understanding of project contracts and apply a “contract-first” approach to execution and decision-making.
- Manage the transition of completed projects to the Customer Service team, offering continued support as required post-handover.
- Promote a company-wide perspective in project execution, ensuring that all initiatives align with Quester Tangent’s strategic goals.
- Execute strategic project planning and proactive communication with stakeholders to maintain project momentum.
- Foster a high level of client satisfaction through effective communication, expectation management, and service delivery.
- Monitor, evaluate, and report on project performance, risks, and issues; develop and implement mitigation strategies as needed.
- Ensure readiness and availability for occasional national and international travel related to project execution and client engagement.

3. Pre-Requisites

3.1 Required Qualifications:

- Post-secondary degree or diploma in a related field with an emphasis on communication and/or management.
- PMP (Project Management Professional) certification is mandatory.

3.2 Required Experience and Skills:

- A minimum of 10 years of hands-on project management experience, with experience managing both hardware and software development projects required.
- Demonstrated success managing complex projects with a budget exceeding CAD \$1,000,000 and an operational period of 18 months or longer.
- Experience working in a technology-focused organization or environment.
- Proficiency with Project Planning tools, specifically Atlassian Jira, or Microsoft Project
- Strong proficiency in Microsoft Office, particularly Word and Excel.
- Exceptional English verbal and written communication skills.
- Ability to travel in North America and internationally (15-20%).

Revision	Date	Contributor	Comments
R00	31 January 2018	Chris Elliott	Initial Release
R01	22 November 2024	Daniel Martin	Updated description
R02	25 August 2025	Daniel martin	Revised wording