

POSITION TITLE	Project Manager, Business Systems
POSITION LOCATION	Remote
POSITION TYPE	Exempt
REPORTS TO	Deputy Director
HOURS	Full-time

Organizational Overview: Eden I & R, Inc. envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency’s largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Mission Statement:

Since 1976, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients.

Position Overview: The Project Manager, Business Systems (PM) will lead strategic, creative, and innovative system enhancements to support the mission of linking people and resources. Operating within a framework of connection, relationship building, growth, and continuous improvement, the PM will understand the technical aspects of each system as well as the usage and practical process requirements. The PM will identify risks, manage project schedules, and communicate clearly across the organization, while understanding the impact of the systems and processes. The PM is responsible for maintaining systems required for agency programmatic activities as well as assessing and implementing new technologies. The PM will leverage a combination of technical knowledge, organizational skills, prioritization, relationship, and communication skills, the ability to design and execute processes, as well as collaborate with (and train) cross-functional teams. The PM is also the liaison for technology vendors and database partners. The PM is a member of the IT/Data team and reports to the Deputy Director.

Responsibilities of the Project Manager, Business Systems

All of the duties and responsibilities outlined below are essential job functions subject to reasonable accommodation. This job description should not be construed as an exhaustive statement of duties, responsibilities, or requirements. Individuals may be required to perform any other non-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and will regularly be reviewed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Project Management

- Lead or participate on various IT Project Related Teams;
 - Project Lead
 - Facilitate the definition of objectives, scope, and deliverables
 - Lead team meetings on status
 - Develop and lead communication plan on project status
 - Research issues and recommend solutions to solve problems
 - Maintain schedule and task management by project plan
 - Project Contributor
 - Support the initiation and planning of the project
 - Participate in team meetings
 - Collaborate with the project team on meeting project deliverables

Strategic Leadership

- Primary contact for all business systems (iCarol CRM, cloud-based phone system [Elevate-Intermedia], texting platform [Prevention Pays]).
- Collaborate with the Director of Programs, 211 Co-Managers, and IT/Data Team to determine reporting specifics and process improvements.
- Develop high standards that will improve productivity while practicing compassion and self-care, disrupt urgency as the default state, investment decision making, and utilization to support the mission and vision
- Assess new software/systems to identify opportunities to streamline business systems or solve programmatic challenges
- Collaborate across the organization to develop policies and procedures to help build capacity, and support employees in sharing their needs
- Complete and distributes internal and external reports
- Support agency quality assurance across business systems
- Support organizational IT security and compliance with relation to business systems
- Identify and solves problems affecting the business solution, analyze the existing business systems, and make recommendations for improvement
- Conduct research, provide references, identify best practices, produce workflow explanations by creating appropriate documentation

Stakeholder Engagement and Relationship Building

- Build and maintain relationships across the organization, measuring success in the quality of those relationships
- Become a trusted advisor to all, providing insights and expertise on business systems and programs
- Facilitate communication and collaboration between IT and stakeholders to ensure alignment between objectives and business systems
- Develop and facilitate business system training on systems features, capabilities and high standards that support staff connection to the mission and vision of Eden I&R
- Primary point of contact with IT/database vendors and contractors
- Build and maintain relationships with IT/database vendors and contractors
- Support onboarding and offboarding of employees

- Become a supportive and responsive partner and resource across the organization
- Other duties as assigned – Other duties as needed to support our vision, mission, and values. Or other related duties as required and assigned.

EDUCATION AND/OR EXPERIENCE

- We will consider all degrees and/or certifications: High School degree or equivalent, Bachelor's degree, or Project Management Certification
- 5+ years of relevant experience in Project Management roles
- Demonstrated proficiency with project planning, research, and analysis
- Experience working with diverse teams with a wide range of technology literacy
- Proficiency with Microsoft Office365, Teams, and SharePoint
- Understanding of basic systems architecture, systems administration, and tools and processes that support business systems
- Experience creating and facilitating presentations/trainings
- Verbal, written, listening, and presenting skills; ability to interact with all individuals across the organization; communicate and explain complex information.
- Ability to work independently and in collaboration with a team
- Technical experience maintaining and updating a call center phone system
- Familiarity with Salesforce or another CRM system

PHYSICAL REQUIREMENTS

- Is frequently required to talk and hear; walk, reach with hands and arms.
- Must be able to sit and stand for long periods.
- Specific vision abilities required by this job include close vision and ability to adjust focus.
- Must be able to do extended periods of work at a computer.

Job Posting

Salary and Benefits:

- The salary range is \$95,000 to \$105,000
 - In determining pay, we'll consider experience and other job-related factors.
- Fully Remote
- Competitive suite of medical, dental, and vision plans
- Up to 3 weeks paid vacation
- Employee Assistance Program

Eden I&R provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

To apply, send your resume (no cover letters please) to Kim Ho at apply@leverage2lead.com.

Resumes will be reviewed on a rolling basis, and interviews will be scheduled on a rolling basis until the position is filled.