

## Job Description: Junior Project Management Associate

### About Vision

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Vision Government Solutions is a leading government technology firm providing cutting-edge software to the public sector. We are at an incredible inflection point of growth and are looking for people to join our Project Management team to help us successfully welcome new communities to the Vision family.

Our software implementation philosophy equally emphasizes the importance of customer delight, speed, and long-term partnership. To that end, we are searching for ambitious, motivated, detail-oriented individuals looking to build a career in Project Management. The right candidate will be driven by customer happiness, be obsessed with their to-do list, and have enough analytical chops to understand a complex implementation process.

### Summary of Role & Responsibilities

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Specifically, the Junior Project Management Associate will be responsible for supporting the Project Management team in ensuring successful software upgrade and implementation projects. Sample activities include:

- Enabling the Project Management team to scale the # of new software customers being implemented. This includes:
  - Creating templated project plans and communicating with customers using web-based tools
  - Checking in with internal teams like Customer Support, Data Engineering, and Training to ensure on-time delivery
  - Aiding in customer 'surprise and delight' by taking the customer's viewpoint at every stage of the software implementation
  - Helping Project Managers prepare presentation materials and documentation throughout the project lifecycle, e.g. for kick-offs, database reviews, training, and other customer touchpoints
  - Owning post-implementation check-ins to ensure ongoing success
- Supporting Project Managers in managing up to 10 software upgrades per month:
  - Training with a Project Manager to learn the upgrade process start-to-finish
  - Creating project kick-off materials when necessary
  - Creating and updating project plans for each upgrade, including managing contact information, scope items, exceptions and clarifications, and more
  - Translating project plans into clear action items for our Data Engineers and Customer Support Representatives using web-based project management tools
  - Proactively checking in with internal teams to ensure actions aren't blocked or delayed
- Helping us expand our continuous improvement initiatives to reduce project time and increase customer satisfaction, including:
  - Developing and maintaining process documents and templates for repeatability
  - Facilitating project testing and documentation
  - Analyzing 'lessons learned' for process improvement opportunities
  - Supporting Sales & Marketing with demo support, client health checks, and user groups

This role will begin by supporting the operational needs of the Project Management team. Successful Junior Project Management Associate will gain the knowledge and skills necessary to serve as the primary project manager for select projects, under the guidance of the Project Management lead.

## Who We Are Looking For

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The ideal person for this role will have demonstrated the following skills and traits:

- **Driven by customer happiness:**
  - This person constantly asks themselves ‘what would the customer want me to do here’
  - They satisfy all project scope requirements, every time
  - They look for opportunities to surprise & delight (ex: a thank you card, an extra training session, spending the time to build a piece of ‘nice-to-have’ documentation)
  - They are skilled at clear, honest communication with customers
  - This team member will uncover typos and unfriendly communication tone before they reach internal and external customers
  - They gain the respect of internal peers to earn the right to ask for favors
  - They have a hunger to build sincere, lasting client relationships
  - They strive to truly treat customers like family
- **Obsessed with to-do lists and project plans:**
  - This person is obsessed with tracking every action item and checking their lists constantly
  - This person would rather over-communicate than leave someone out of the loop
  - They are the team member who remembers the action item everyone else forgot
  - This team member will pride themselves on hitting the mark each and every time
  - They keep a pristine inbox
  - They never say ‘I’ll get to it tomorrow’ if they won’t – they set clear expectations and take great pride in honoring them
  - They think about what information others might need to do their jobs successfully and offer it before being asked
  - This team member will focus on creating solutions rather than hiding behind excuses
- **Analytical chops:** As our implementations involve complex database conversions, a team member with a base level of analytical chops will excel the most. We do not require a programming or data engineering background, but we do require an interest in the analytical and a curiosity for continued learning. For instance, a successful candidate in this role might have:
  - Taken and enjoyed a Computer Science, Data Science, or Math course in the past
  - Designed their own website and taught themselves basic web programming
  - Taken an online course to learn Music Theory or Data Visualization, just for fun
  - Been known to love a good pivot table in Excel
- **Growth-oriented mindset:** We are hyper-focused on improving every day. For instance, we complete retrospectives on every project. Successful team members will have a similar mindset, including:
  - An eagerness to learn
  - An aversion to boredom
  - Keen attention to detail
  - An instinct to see what could go wrong before it happens
  - The willingness to build and participate in a safe environment focused on continuous improvement
  - Competitiveness as a team; collaboration with each other

Our team members have come from a wide variety of professional and educational backgrounds, so experience is not our sole focus. We expect the successful person in this role will likely have between 0-3 years of experience in an Operations, Project Management, Business Analyst, or Administrative role, but we emphasize hard work and desire to learn above all else.

*If you are interested in joining us, please submit a resume and cover letter describing your interest in the role and alignment with the qualifications described above. We look forward to meeting you!*