

Join CanadaDirect: Project and Process Improvement Manager

Location: Montreal, Quebec

Status: Permanent, Full Time

CanadaDirect is an integrated marketing solutions provider with over 25 years of experience transforming and supporting businesses and their brands through contact center solutions, digital marketing services and affinity partnerships. Fast paced and growing, CanadaDirect is looking for passionate driven individuals looking for interesting and challenging work opportunities to join our team.

What are we looking for?

Reporting to the Senior Operation Manager, the Project and Process Manager will be responsible for overseeing CanadaDirect project teams in order to ensure completion of project life cycles within different departments. The Project and Process Manager will actively participate in identifying and leading potential value-added projects, establishing mandates, goals and timelines, as well as driving to the successful completion of such projects. In addition, he or she will also be accountable for process improvement initiatives and results. The Project and Process Manager will be working in partnership with all members of the management team to establish priorities, implement and manage a Project Management Office (PMO)

Responsibilities:

- Establish project plans – mandates, milestones, tasks, resources, timelines etc..
- Assign appropriate project leads, prioritize resources and coordinate timelines appropriately
- Manage project team employees and drive cross-department teams to ensure successful completion of projects in a timely fashion
- Develop business process documentation and ensure that it is updated and communicated regularly
- Review current business practices and processes, key performance indicators and customer support measures
- To identify and implement on-going process improvements
- Ensure systems and processes are efficient, repeatable and cost effective and that service delivery is predictable and measurable
- Develop, coordinate and execute any business testing required (User Acceptance Testing) associated with new and/or enhanced applications
- Assess training needs and lead the coordination of training delivery
- Report project updates to management team on a regular basis
- Participate in strategic planning

Our ideal candidate has...

- A Business Administration bachelor degree and/or equivalent experience
- 5+ years of Process Improvement / Lean related experience
- Bilingual, French and English, written and spoken
- Good knowledge in project management methodology and tools
- Lean Six Sigma Green Belt is an asset
- Call center experience is an asset
- Technical skills in telecommunication industry is preferred
- Strong knowledge of Microsoft Office software (Word, PPT, Excel)
- Technical competences with Microsoft Project and Visio software's
- Self-motivated, highly organized and capable of operating effectively on independent tasks and in group-related projects
- Good written and oral communication skills, a positive attitude and solid customer service skills are essential
- Strong customer focus and commitment to service excellence
- Advanced analytical, problem-solving and negotiating skills
- High self-directed with the ability to work effectively when faced with high degree of ambiguity
- Demonstrated ability to handle multiple completing tasks and changing priorities

CanadaDirect is a place where your efforts can have real impact. You're not just a number but a valued contributing member of the team. CanadaDirect offers attractive compensation including a competitive base salary, company bonus plan and a complete insurance plan.

At CanadaDirect, we work together, we share common values, and encourage ownership, professional development and accountability for our employee's career growth and achievement.

We seek those who are passionate and strive for excellence in all that they do regardless of a project's scale or scope. Our motto is to never back down from a challenge but to use it as a means to grow, innovate and improve in unison.

You can send your resume to the following address: recruitment@canadadirect.ca

Only suitable candidates will be contacted for an interview.