

Title	Program Manager
Business	Managed Services
Reports to	Director of Client Operations

Advocate is a consultancy of IT advisors and data scientists dedicated to helping companies optimize their technology infrastructure. Utilizing marketplace intelligence, decision analytics and acceleration capabilities, Advocate partners with its clients in innovative ways to save money, improve performance and deliver crucial insight to help them make the best possible decisions related to their cloud and network technology. That’s why we work, Smarter. Together.

The **Program Manager** will form and maintain relationships as the primary point of contact for an assigned portfolio of clients. **Program Manager** owns the managed service relationship to drive attainment of established performance criteria (e.g. quality, cost reduction, network stability, etc.) and functions as the “quarterback” for daily client operations. The successful candidate will take a long-term view of the client’s goals and develop strategies and tactics to deliver upon contractual service commitments, and partner and maintain relationships with program team members from cross functional Advocate teams with dotted-line accountability for performance.

RESPONSIBILITIES

- **Client Relationship Management:** Thinks and acts as if part of the Client team. Ensures quality and timeliness of deliverables, communicates program status to Client Executive sponsors as needed, and ensures delivery of Value (return on investment) to each assigned Client. Develops relationships with each Client stakeholder, building trust and mutual respect through ongoing dialogue and a track record of quality service. Develops and maintains a comprehensive understanding of Client’s Communications Environment, including Communications Inventory, Carrier Contracts, and internal processes related to Communications Lifecycle Management.
- **Deliverables Management:** Oversees the development of process for deliverables, providing Quality Assurance (QA) reviews, and ensuring overall timeliness and quality of content. Manages deliverables to contractual obligations ensuring scope-creep is properly managed, including issuing change orders to client where needed.
- **Process and Technology Automation Management:** Understands how Advocate Consulting’s use of technology supports our overall delivery process. Becomes an expert in the select technology and applies technology to continually improve process efficiency and quality of deliverables. Able to identify new technologies that can improve or augment current technologies to drive more efficiency or provide new service offerings.
 - Overall process owner for financial workflow automation
 - Develop technical documentation for process automation solutions
 - Continually evolve best practices within Financial Management to improve efficiency and productivity
 - Drive and implement rigorous quality standards for end to end workflows that impact financial workflow processes
 - Design and lead process improvement and automation impact review meetings proving value
 - Participate and drive technical contributions with technology partners to drive enhancements
 - Participate in and drive development of automation strategy in line with overall Managed Services roadmap



- Collaborate with other teams to ensure consistency of client service delivery
- Contribute to the development of relevant data procedures, templates and standards
- Business Intelligence & Reporting. Development of Executive Summary reporting for clients and internal stakeholders. Includes creation of appropriate charts, graphs and tables based using data derived from operations systems. Ability to develop information and intelligence from data and deliver resulting narrative to Client.

SKILLS

- Strong organizational and interpersonal skills
- Excellent verbal and written communication skills
- Analytical aptitude with the ability to learn new information and skills quickly
- Ability to work well with teams and independently
- Ability to analyze problems and communicate results
- Keen attention to detail
- Comfortable working in a fast-paced environment; adjusts to change with ease
- Skilled in business writing and technical interpretation of documents

QUALIFICATIONS

- At least 5 years' experience in a similar role (Account Manager, Client Operations Manager, Project Manager) or has proven track record managing elite/high profile client
- Undergraduate Degree in Finance, Account or Business Administration
- Strong working knowledge of Microsoft Office with advanced proficiency in Excel (formulas, pivot tables, v-lookups, etc.)
- Previous experience Telecommunications, Telecommunications Expense Management, or Telecommunications Technologies
- Familiarity with telecom infrastructure and vendors; combination of Fixed and Mobile knowledge preferred
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

Join a company named to the Inc. 5000 list of Fastest Growing Companies for eleven consecutive years
Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution
Work daily with Fortune 500 Clients
Opportunity for rapid career advancement

REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- 3 weeks paid time off
- 2 paid days off for community service
- Comprehensive benefits package
- Medical/dental/vision benefits
- Company matched 401(k) with immediate vesting
- Flexible work arrangement to support a good work-life balance



- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program
- Conveniently located near I-285, GA-400 and I-85; free parking

If you'd like to join the Advocate team, please apply at the below link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=29440679-d847-41e4-b32c-797f44374111&cclid=19000101_000001&type=JS&lang=en_US