



## Example of Manager, Engagement Job Description

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Our innovative and growing company is looking to fill the role of manager, engagement. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

### Responsibilities for manager, engagement

- Improve internal support systems and processes
- Direct solution implementation engagements, of moderate to high complexity, or a collection of multiple smaller projects
- Ensure engagements are completed on-time, within budget, and within customer expectations for quality and functionality
- Manage customer expectations in line with the agreed statement of work and day-to-day relationships with client stakeholders
- Maintains and communicates engagement status to all stakeholders in reports and meetings
- Responsible for the collection of project collateral, and when appropriate, document best practices or lessons learned to be shared across the PS community
- Proactively engage with Sales and Client Success
- Determine scope of work based on solution requirements with both Client business & technical stakeholders
- Create tailored Statements of Work (SOW) detailing services activities, resourcing requirements, deliverables, timing and budgeted hours
- Determine services pricing based on level of effort

### Qualifications for manager, engagement

- Native (Swiss) German speaker, fluent English
- Located in Zurich City – some travel will be required

- Demonstrates ability to plan, organize and manage all phases of a project lifecycle to ensure successful delivery
- Demonstrates the ability to understand the operating styles of others team/client relationships, team dynamics, and adjusts behavior accordingly to succeed
- 5-10 years of managing large, complex, billable projects for external customers