



Example of Special Projects Manager Job Description

Powered by www.VelvetJobs.com

Our growing company is hiring for a special projects manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for special projects manager

- Support project growth from a strategic and operational viewpoint and continuously innovate and improve processes, driving down costs
- Monitors operational reports, trends, compensation practices, problems, or other information using a CX/engagement lens, escalating as appropriate with proposed solutions
- Evaluates existing programs to measure impact and effectiveness and report on CSAT and employee engagement on a regular basis the results
- Lead Workforce Planning efforts by partnering with Talent Analytics and Talent Advisors and providing thought leadership during engagements
- Participate in org effectiveness studies to improve Leader Effectiveness in critical management populations
- Translate needs into comprehensive project plans to ensure successful outcomes
- Prepare and deliver reports for senior management and executives regarding project status, and re-negotiate project scope and direction as needed
- Creating and implementing a training program that will provide system and procedural training for all employees of the servicing department
- Writing, modifying and/or creating all policies and procedures related to mortgage servicing
- Managing all IT related issues in the event that the Bank acquires another financial institution or mortgage loan portfolio

Qualifications for special projects manager

- Experience coaching/mentoring/developing others in a similar environment
- Experience as a process deployment program manager
- Have a willingness to roll up your sleeves and do whatever is necessary
- A minimum of 10 years' experience in consulting and project management
- Previous agency or consulting experience is strongly preferred