

**JOB POSITION:** Project Manager/Client Engagement Manager

**LOCATION:** Baldwin Tower, 1510 Chester Pike, Suite 400, Eddystone, PA 19022

**DESCRIPTION:** In this highly interactive and collaborative role, you will be the primary client point of contact responsible to work directly with customers and internal initiatives to plan, lead, and manage software projects. You will do all key functions of project management, including project planning, resource allocation, budget management, scope management, risk management and project documentation and maintain proactive and timely communication. You will also perform key client relationship and account management activities as required. You will work collaboratively within InsPro and directly with customers through an entire project lifecycle, from business requirements design through delivery.

You will be ultimately responsible for providing exceptional project execution, on time and on budget.

**RESPONSIBILITIES:**

- Proven track record with client-facing software solution delivery
- Excellent project management skills; must be deliverable and completion date focused and have the ability to drive issues to resolution
- Strong customer service orientation including client facing production support experience.
- Excellent written and verbal communication skills.
- Solid organizational skills including attention to detail and multitasking skills.
- Comfortable as both individual contributor and team player.
- Strong financial acumen combined with keen understanding of business drivers. Enjoys bringing business solutions to bridge gap between IT and industry challenges.
- Superb interpersonal, leadership, and communication skills are required.
- Strong presentation & speaking ability especially related to managing customer delivery expectations.
- Will foster a culture of collaboration and open communication and one where the mode of operation is to “decide, articulate, and execute”.
- Critical success factors for management include the attitude of people working with, not for, each other, where there is the ability to create a plan and then execute that plan, with the ability to empower and delegate to the individual.

**WORK EXPERIENCE:**

- 10 years' experience in client facing role with focus on software solutions delivery
- Solid technical background with understanding and/or hands on experience in software development or web technologies
- Deep knowledge in the Senior Health, Voluntary and/or Life and Annuity products product line is helpful, not mandatory
- Prior experience with client delivery in a consulting/professional services environment
- Proven working experience in project management in the information technology sector
- Knowledgeable of various contracting methods and contract basics
- Experience in one or more of the following business areas: Product Development, New Business/Underwriting, Policy Administration Services, Policy Billing, Commissions and/or Claims is helpful, not mandatory

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER QUALITIES:**

- Prior client facing consulting, client relationship, and account management experience a big plus.
- Comfortable in environment of high change, pressured deadlines
- High energy, multi-tasking, yet still treating people with respect and dignity
- Understanding of working in a matrix organization environment
- Proficient in using all products in Microsoft Office Suite
- Viewed as trustworthy & accountable

**EDUCATIONAL BACKGROUND:**

- Bachelor degree in Technical or Management Discipline with at least 10 years project management experience or 15 years of applicable industry experience with 5 years in the field of management of projects
- PMP certification is a plus, but not mandatory.

**PHYSICAL REQUIREMENTS:** This position will require the incumbent to frequently use hands to finger; and frequently see, talk and hear. This position is in a temperature controlled environment with low to moderate noise levels. The position may occasionally lift up to 10 pounds. There will up to 10% travel required for this position. Travel may include car, train, domestic flights and overnight stays.

**ABOUT OUR COMPANY:** InsPro Technologies provides policy administration software and professional services to insurance carriers and third-party administrators. By managing the entire product and policy lifecycle, from selling new business to claims, on a single integrated platform, customers are afforded opportunities to accelerate new product introductions, lower costs, increase customer satisfaction and improve operational performance. Our customers range from small regional insurers to household name brands. We take pride in the level of support we provide to our customers and the significant accomplishments of our small and growing team of software, technology, and insurance professionals.

**TO APPLY:** Send your resume and cover letter to [careers@inspro.com](mailto:careers@inspro.com) and highlight your Project Management and Client Engagement experience. No agencies please.