

A promising career in retail program management beckons

Customer Program Managers (CPM's) provide strategic guidance to implement labor management software and solutions with retail customers of varying sizes and offerings.

This includes providing project management oversight to multiple work stream delivery teams as well as customer deployment teams.

CPM's serve as long-term business advisors guiding customers through their continuous improvement journey.



CPM's align to Logile's Professional Services group, which leads customers through the full implementation of Logile's Workforce Management Roadmap. They coordinate cross-functional activities with other Retail Service teams to deliver a seamless experience for our customers.

Description of the Work

The Customer Program Manager is responsible for the long term success of customers, from the time they begin their partnership with Logile and throughout the lifetime of their journey.

Responsibilities include, but are not limited to:

- Managing cross-functional deployment teams comprised of industrial engineers, implementation specialists, data engineers, and trainers.
- Developing and administering project plans encompassing all phases of software or solution implementation, training, change management, and roll out.
- Gaining a baseline proficiency in the use and configuration of all Logile software modules.
- Defining delivery team and customer team roles and responsibilities.
- Establishing clearly defined project milestones and delivering steering team updates of milestone progress and risk mitigation.
- Coordinating with customer project management to schedule required customer team activities
- Ensuring quality and timely completion of all deliverables.
- Assessing program performance with aim to maximize ROI for the customer.
- Developing a trusted business advisory relationship with customers.
- Monitoring project expense budgets and holding team members accountable to expense compliance.
- Collaborating with the Customer Success team to develop customer training plans and long term Help Desk support.
- Designing best practices for delivery approaches.
- Identifying system enhancements that will benefit current and future customers.
- Supporting sales and business development.
- Providing mentoring and career development to other Logile team members.

Job Requirements

- BS/BA diploma in business management or industrial engineering; MS/MA is a plus.
- Over 10 years of workforce management experience with at least 5 years of demonstrated project or program management experience. Retail operational experience is a plus.
- Experience having worked with cross-functional teams on large scale software or solution implementations.
- Advanced proficiency in MS Office Suite including experience developing project plans and reports in platforms such as Excel, PowerPoint, and Project.
- Outstanding leadership, organizational, and communication skills.
- Demonstrated ability to solve complex organizational problems.
- Travel will occur as needed and is expected to be up to 50% - 75% of the Customer Program Manager's time during project implementation. When travel is not required the working location will be from home, provided there is reliable internet connectivity.

Interested in applying?

Visit our careers page at
www.logile.com/contact/careers

For more information about Logile,
 please visit us at www.logile.com

About the company



PROCESS SIMPLIFIED

Logile, Inc. provides workforce management and execution compliance solutions, encompassing both best practices consulting and planning and execution software applications, that enable companies to maximize efficiency, customer service and profitability.

Logile's team of retail industrial engineers utilize the 5-S methodology to organize the workplace, establish preferred work methods, and tailor Logile's extensive library of industry typical engineered labor standards to the customer's workplace. They then operationalize these practices using Logile's workforce and execution management software suite that includes labor standards development and modeling, sales and labor budgeting, sales and item level forecasting, employee self-service, optimized wall-to-wall employee scheduling, time and attendance, dynamic reforecasting, task and communication management, and enterprise performance reporting. Logile's flexible solutions integrate with existing systems, are multi-lingual and compatible with all major mobile devices. They can be deployed as a full-service turnkey hosted solution (SaaS). Customers can be selective about which Logile services and software are appropriate to meet their objectives and timelines.

Logile, Inc. is privately held with its headquarters and core software development in Dallas, Texas. Principal hosting and disaster recovery are provided through the most secured facilities of Amazon Web Services in Virginia and Oregon. Retail industrial engineers and business analysts are located nationwide and in Latin America. Additional development teams are in China and India.

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