



PROJECT MANAGER CERTIFIED DOCUMENTS

Description

On-Site's projects, like our users, span the country and require project managers to keep the big picture in focus. On-Site's certified documents program provides our customers with On-Site's proprietary lease contract and operations documents, which are designed to meet the legal and business needs of every rental property type in every marketplace throughout the nation. As a project manager for On-Site's certified documents program, you are a key player on complex, multi-disciplinary projects. You plan requirements with customers and work with the program manager and legal to help our customers implement certified documents at their apartment communities. This includes managing project schedules for lease implementation, and clearly communicating goals to stakeholders. Your implementations span offices and time zones, and it's your job to keep all the players coordinated on an implementation's progress and deadlines.

As project manager for certified documents, your work will be critical to our ability to maintain customer satisfaction, and thus sustain the exponential growth of this program. You will ensure that new features and services can be deployed in a time, place and configuration that is ideal for serving On-Site's customers while preserving the program's original vision of creating an intuitive, seamlessly online leasing experience.

Responsibilities

- Oversee the setup, implementation and completion of certified documents at customer properties
- Act as a service associate/liaison between the customer and support staff
- Gather all necessary information from the customer before the construction of certified documents
- Ensure that all tasks are being completed correctly and on time by support staff
- Help troubleshoot a variety of issues brought up by the support staff or the customer
- Support capacity planning and resource management
- Work with the program manager to estimate requirements and acquire resources for new feature launches and growth of existing features
- Become the expert and go to for all things related to certified documents
- Understand and analyze customer needs
- Research markets

Minimum qualifications

- BA/BS degree or equivalent practical experience

Preferred qualifications

- Experience working with cross-functional project teams through strong project management and communication skills
- Project management experience
- Proficiency with leasing operations, landlord tenant law/regulations, or capability to learn quickly based on experience
- Excellent phone and communication skills
- Strong writing and grammar

How to apply

Please send an email to Eric Basart (cc Rhonda Fancher), and let us know why you're interested in the position as well as your qualifications.



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Prepared by

Name: Eric Basart

Date: January 5, 2015