



CAREERS

Current Job Opportunity

Project Manager

Full Time | Waterloo, ON

RDM Corporation is headquartered in Waterloo, Ontario and trades on the Toronto Stock Exchange under the symbol RC. RDM is a leading provider of specialized software and hardware products for electronic payment processing. RDM has pioneered electronic check conversion systems and web based image and transaction management services for banks, retailers, payment processors and government agencies as well as print quality control and image quality systems for a variety of global customers. RDM is seeking driven individuals who can take our solutions to the next level. Are you ready to make a difference in the world of electronic payments?

POSITION SUMMARY

RDM is seeking individuals to apply for the position of Customer Supporting Project Manager for RDM's payment processing solution, ITMS. As a member of the Product Development team, this position is responsible for the management of projects related to customer requests for product customizations. This position demands well developed Customer communication skills, and include project coordination and liaison between Customers and RDM's internal teams – Sales, Finance, Operations and Product Development.

KEY RESPONSIBILITIES

- Gather and define specific custom requirements required by customers
- Create and track project plans as needed using MS Project
- Work very closely with the development team to meet deliverables
- Conduct project task maintenance utilizing assigned tracking tools
- Generate required project and task status reports
- Communicate updates on key projects in a timely manner
- Coordinate, track and audit the flow of project milestones, identifying and flagging issues
- Identify and recommend procedural changes to improve efficiency of projects
- Record customer feedback to follow-up on concerns, escalating issues to senior management as required

ESSENTIAL SKILLS AND QUALIFICATIONS

- Recognized University or College in Computer Programming or Business Studies
- 2-3 years experience coordinating projects
- Software technical experience
- MS Project skills
- Proven experience in a customer facing role
- Excellent verbal and written communication skills
- Demonstrated ability to multitask
- Demonstrated ability to clearly articulate technical project status to internal and external stakeholders
- Willingness to travel occasionally (valid passport required)

APPLY NOW!