



TITLE: PMO Operations Coordinator

Date: 03/23/2023

Classification: Exempt

Department: Project Management Office

Reports to: Director – Project Management Office

Position Summary:

Provide alignment for the project management office (PMO) in the areas of planning, executing, and managing project scope, changes, contracts, stakeholders, schedules, budget/financial management, risk management, communications, staffing, and overall client relationships. Assist in creating and delivering Project Management training materials, the utilization of project management tools and processes, and preparing PMO reports and presentations.

Required Qualifications:

- Significant experience with MS Office tools
- Experience with utilizing company systems for tracking time, mileage, expenses, finances, projects, and other company information
- Experience with the cloud, various file sharing systems, and with various tools for video/audio/data communications
- Exposure to aspects of project management or engineering services

Preferred Qualifications:

- Experience with processes, tools, and concepts for project management
- Experience and knowledge of the broadband/telecom industry and/or the electric utility industry

Education:

High school diploma or equivalent required; Associate or Bachelor's degree is preferred.

Essential Duties and Responsibilities:

- Evaluate established project financial tracking and reporting and develop tools to align those financials with client invoicing.
- Work closely with PMO staff with project management support needs related to project scope, changes, contracts, stakeholders, schedules, finances, risks, communications, staffing, client relationships, status updates and reporting, time/mileage/expenses, and other areas as needed.
- Provide input to determine processes and tools to efficiently track and run projects and provide guidance for continuous improvement in managing projects.
- Identify and lead training of new project managers on PM training tools, processes, and materials.
- Assist, as needed, in the organization of multiple projects within the company.
- Oversee PMO compliance and coordination with document retention policy.
- Collaborate with project managers on processes and documentation related to project funding programs from federal, state, or other funding sources.
- Ensure compliance of company policies and procedures by communicating effectively with staff.
- Prepare for and attend periodic and ad-hoc meetings as requested.

- May need to attend meetings with clients occasionally.

Minimum Skills Required:

- Must have excellent communications skills written and verbal and must be able to use many different tools for those communications such as phone, video conference, email, chat tools, social media, office suite tools, etc. Must be able to effectively assist in preparing presentations.
- Must be able to help organize the many different aspects (as described above) of a project for multiple projects, with multiple teams and clients.
- Must be able to assist project managers with project budget processes and tracking/reporting on project financials.
- The PMO is required to work on hundreds of projects involving many different stakeholders, so it is imperative that PMO staff manage their time wisely and efficiently.
- Projects typically have a lot of information flowing in many different directions between many different stakeholders and are typically of high monetary value, so it is important to minimize mistakes and misinformation that could impact any of these stakeholders. Thus, close attention to detail is required.
- The PMO must work with a variety of stakeholders from many different environments, with many different skillsets and form a cohesive team to implement a variety of different projects. All PMO staff must be highly collaborative and be fluent in establishing a friendly team environment.

Work Environment:

Exposed to a combination of normal office type environments.

Work Location:

Remote

Travel:

Occasional travel is required (up to 10% of the time)

Licenses, Certifications, and Training Requirements:

Motor vehicle driver's license in good standing.

Physical, Mental and Visual Demands:

- Work involves receiving multiple assignments and the ability to complete assignments for multiple projects while meeting required deadlines. This will require prioritization skills and possible work after normal business hours on short notice.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.