

Project Manager - WFO - Bilingual Speaker

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Company: Five9

Location: United Kingdom

Category: business-and-financial-operations

Responsibilities:

Manage the strategic, as well as day-to-day operational and tactical aspects, of multiple large-scale customer facing projects on WFO and associated projects.

Effectively communicate plans, progress and status/updates to both internal staff and customer stakeholders.

Articulate the value of Five9's Professional Services through presentations, demonstrations and open discussion with customers and prospects.

Understand client requirements and design; work with the Implementation and Support Teams to formulate Implementation Plans that meet Customers' needs.

Mitigate project risk by proactively recognizing and communicating challenges, managing changes and providing contingency plans that enable customer success.

Continually seek opportunities to increase customer satisfaction and deepen client relationships by interacting effectively at all levels of the client organization.

Key Requirements:

Experience managing delivery, training and implementation of WFO products such as NICE, Verint, Pipkins, and CSI.

Strong technical knowledge and or hands-on experience with SaaS, Networking, Internet concepts, CRM, WFM, PBX, Dialer, ACD, CTI, VoIP, IVR/VRU and Call Center practices.

7+ years of experience, with a minimum of 3 years in a Project or Program Management position in a WFO Professional Services organization. Willingness to travel up to 50% with some international travel.

Excellent written and verbal skills.

BA/BS or equivalent experience.

Fluent in English and one other language (Spanish, German or Portuguese)

#LI-ND1 #LI-REMOTE

Five9 embraces diversity and is committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better we are.

Five9 is an equal opportunity employer.

Our headquarters are located in the San Francisco Bay Area with global hubs in the United Kingdom, Germany, Philippines, Portugal, and Australia.

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Note: Five9 will never request that an applicant send money as a prerequisite for commencing employment with Five9.

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