



## Student in Implementation department (Project management), Lemax

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### Purpose of this role

Helping **project managers/consultants and project teams** with organizational tasks. Supporting our customers with **project implementation** through support, daily communication and written materials.

### Main tasks

- Supporting consultants and project teams with tasks during Lemax implementation and web development projects
- Close cooperation and coordination with other internal teams (business analysts, customer care team, QA team, developers, product, etc.) in order to assure the deadlines are met and tasks completed
- Writing meeting minutes and clear conclusions and sending them to the parties involved
- Scheduling meetings
- Tracking and analyzing personal and project tasks in different tools (iProject – internal tool, Confluence, Jira, Trello etc,..)
- Improving clients' **user experience** by creating, maintaining and adapting various documents and user materials
- Providing **timely and accurate** response to customer's inquiries to improve customer relationship
- Testing client's documents modifications and website
- Active participation in internal team meetings
- Continuous communication with supervisor and project team members about all open tasks
- Other tasks according to the need and agreement with supervisor



## Responsibilities

- Organize and track if all internal/external tasks
- Realization of defined tasks in agreed deadlines
- Timely preparation and delivery of agreed tasks
- Polite, supportive communication with internal teams and with customers
- Establishment of good cooperation with customers
- Following and improving internal processes and procedures

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*Success of our company relies on quality of our product and caring about our customers!*

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## Competencies & skills

- **Time Management / Organization Skills** -plans, organizes, schedules in an efficient, productive manner. Focuses on key priorities. Effectively juggles multiple leads and opportunities. Pays appropriate attention to detail. Manages personal time well.
- **Developing Relationships** – creating professional approach, favorable (first) impressions, treating clients and colleagues with respect
- **Strong listening skills** - tunes in accurately to the opinions, feelings and needs of people, patient in communication, listens actively, playing back a person's point of view
- **Communication skills** - ability to **understand** both internal & external customer pains & needs and **effectively articulate options & solutions, demonstrates fluency and** ability to structure both **verbal & written communications**.