

Vice President - Delivery

The Vice President - Delivery will be responsible for focusing on consistent exceptional service delivery and will deliver professional services projects to EMPI customers, partnering with the client's business and functional areas of IT to plan, budget, schedule and execute all projects. These projects range in scope from infrastructure to application development across the US and internationally. This individual will report to the President.

Job Responsibilities

- Continue to enhance and improve the capabilities, capacities and quality of service delivery
- Develop an EMPI delivery brand that attracts clients to use our services
- Develop an organizational construct to allow for rapid growth while maximizing revenue
- Develop strategies to onboard new service delivery practice capabilities
- Develop efficiencies to maximize profit in all service delivery
- Recruit, develop, and train skilled delivery resources
- Acts as senior escalation point for projects facing challenges and is empowered to quickly rectify the situation
- Establish regular and accurate reporting for early and frequent communication
- Ensures client satisfaction through driving project execution excellence, reviewing of client satisfaction surveys and participation in client meetings
- Resolves project management and project services resource conflicts in cooperation with appropriate managers

Preferred Qualifications & Desired Competencies:

- Requires a bachelor's degree (Master's degree preferred) in technical or business field
- At least 10 years leading program or project delivery teams
- Familiar with a variety of markets
- Experience as part of a Systems Integrator (or similar) company within the past 5 years
- Experience managing small teams
- Willing to Travel: This position may require travel up to 25% time to meet with regional teams and clients

Leadership: Demonstrate character, clarity, courage and commitment to high-performance

- Build environment of trust, high performance and engagement by establishing clear goals and a commitment to feedback, development and recognition
- Manage staff to assure they are meeting individual/group goals and lead project teams toward identified outcomes.
- Demonstrated commitment to our fundamental principles of Integrity, Respect, & Excellence.

Change Orientation: Champion a better, faster and simpler way of doing things

- Apply original thinking and continuous improvement to processes, products, systems or services and manage change to better serve client needs
- Ability to manage many complex projects simultaneously in team environment

- Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures

Collaboration: Connect, engage and communicate with others

- Encourage open expression of ideas
- Demonstrated ability to build relationships and to work effectively with diverse project teams.
- Communicate clearly, proactively, and concisely with all key stakeholders, clients, and staff

Results-Driven: Deliver extraordinary results

- Take initiative to achieve superior, quality results against internal or external standards of excellence
- Effectively manage the project controls of complex processes
- Provide metrics and reporting for project and delivery teams, as well as executive management

Performance Expectations

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees and clients
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Candidates for the job should possess excellent organizational skills as well as the ability to efficiently multitask. Ideal candidates have a strong focus on day-to-day operational excellence, and a personal style that builds trust, and inspires loyalty. The candidate should be motivated, proactive, be able to learn and adapt quickly.

Additional Details:

The candidate may reside in any state in the United States, but must be a legal resident or US Citizen to be considered. Candidates may be considered on either a contract basis or for a full-time role, based on experience and availability.

EOE M/F/DISABLED/Vet

EPMI is an equal opportunity employer and makes employment decisions without regard to race, gender, disability or protected veteran status.

Compensation:

EPMI offers a competitive base salary, medical, dental and vision insurance, short term and long term disability, life insurance, 401K with supporting company match, a performance bonus, paid holidays and vacation days and an exceptional work environment. If you are ready to join a growing company, please submit your resume to amy.kubas@epmi.com.