



Enabling Excellence in Communication and Technology

Operations Client Liaison

Location: Remote

EDCi provides infrastructure and contact center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers, our customers receive the highest quality of product and service the industry has to offer.

The Operations Liaison will play a crucial role in building and maintaining strong relationships with clients. They will manage a portfolio of strategic clients and the client's projects and support cycles. They assist the project and support teams in managing risks, facilitating any customer change management and act as the main communication hub between the EDCi Support or Project Manager and the customer project or support stakeholders and sponsors.

As the Client Liaison, you will be responsible for overall client experience with EDCi's Customer Care Professional Services Organization. You will work closely with client leadership and EDCi account management on behalf of the Project Manager or Support Manager to facilitate customer change management, risk management as well as facilitate communications in escalations for both projects and support with the customer.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!



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RESPONSIBILITIES:

- Work with the Project and Support Manager to bridge any client communications gaps
- Ensure development and execution of projects is progressing on track by managing risks
- Facilitate customer change management
- Keep a high-level view of key client support effort and projects
- Foster client team-centric environments
- Work closely with the project and support team and effectively communicate to the client as well as EDCi's account management
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Ability to balance a portfolio of project and support work
- Understand how to drive efficiencies and profitability within the Customer Care Professional Services Organization
- Project risk identification and management
- Executive level representation of PMO. (ie. Attending customer specific meetings related to the project such as steering committee meetings, attend Account Manager meetings with the customer to handle any project related questions or comments.)
- Handle direct AM questions that are not in alignment with project goals or commitments
- Act as the go between for the project team, the customer and the EDCi sales team
- Work with the customer on all change management including:
 - training needs
 - user acceptance testing needs
 - identify project risks
 - work with the customer on internal acceptance
- Manage project issues that have a potential of becoming a project risk

ESSENTIAL SKILLS AND QUALIFICATIONS:

- 5+ years experience in Operations Management required
- 2+ years experience in communicating with C-level executives
- Expertise with Microsoft Project is a plus
- Willingness to travel to clients as the project requires
- Exceptional organizational, conceptual, and analytical skills