



Total Talent Management

## Project Management Officer Nicosia, Cyprus

**Reporting to: Project Management Manager, Nicosia, Cyprus**

**Primary Objectives and Position Function:**

- Support the Project Management Manager in project execution. This includes:
  - Operationally filing in and monitoring the project planning & execution.
  - Manage consultants calendar (application & other means of contact) and fit them into the anticipated demand.
  - Manage the closure of projects and monitoring client's satisfaction reports.
- Handle clients' transactions in terms of Technical & Financial Proposals, Agreement on Programme Dates, Contracts, RFPs, Invoicing and follow up payments.
- Manage the CRM and database of customers in the assigned region/sectors.
- Handle some administrative tasks like: (travel administration, reports writing, XI-sheets, PPT preparation).

**Project Management Tasks:**

- Liaise with clients in regards to workshop planning and create updated project planner on weekly, monthly and quarterly basis to match the demand with the supply.
- Liaise with the clients the execution of the planned workshops. This includes dates and logistics preparation such as venue, room set-up, travel and accommodation of TTM staff in regards to the project as per the company policy.
- Booking venues/hotels for projects in collaboration with the clients, taking into consideration various criterial such as budget, hotel class etc. (if applicable).
- Be sure that the project execution arrangements like event material, participant information forms, achievement certificates, training feedback forms are prepared enough time before the date of the events/ workshops.
- Externally sources various tools or project materials.
- Preparing training manuals in liaison with the ttm Solution Managers / Project Manager making sure the finished product is ready on time, in advance of the events.
- Using various online platforms to create questionnaires, surveys etc.
- Assist in preparing presentations and other documents in PowerPoint.
- Liaise with printers until project materials are ready correctly and are delivered as per the agreed schedule.
- Liaise with shippers to dispatch finished items to the specified countries as per the agreed schedule.
- Manage an up to date Project Library for all the documents and tools per Project in the CRM.

**Project Contracting & Invoicing:**

- Make sure we respond promptly to RFPs received from clients in the assigned region and sectors and to make sure the various responses are done as per the deadline from the client.
- Issue quotations and contracts on a timely manner in a way that secures the mutual interest of both the client and ttm.
- Issue clients invoices and create weekly client's payment updates depending on the "Business Traffic".
- Establish suppliers buying process by making sure:
  - a) We get cost-effective, value-driven buying decisions.
  - b) Making sure that suppliers are paid on a timely manner.
- Build a database of suppliers as to ensure the availability of cost-effective and timely delivery of ttm services.
- Dealing with office supplies like facilities, decoration, structure, maintenance of things etc.

**Office Administration:**

- Obtaining quotations for group bookings for hotels.
- Booking flights and hotel accommodation. Arranging transportation.
- Providing travel schedules of proposed trips & processing visas.
- Assist in planning and organizing conferences, events and congresses, when required.
- Issue invitations and letters for visa purposes for various events and follow up the procedure till the end.

**Sales Reporting & CRM System Update and Management:**

- Sales reporting in volume and value to the Business Unit Head of the assigned unit and sectors.
- Managing the CRM platform structure and architecture, ensuring it works seamlessly across the assigned region/sectors and sub-sectors.
- Capture all required information of Key Accounts in the assigned sectors and territories.
- Working closely with all solution managers and the commercial lead team members to ensure the CRM works effectively in all aspects of the selling process and the client's interactions.
- Ensuring the database is segmented effectively for targeted marketing activities.
- Update the database and make sure to lift up its accuracy and quality.
- Initiate MailChimp campaigns using the segmented CRM database.
- Planning and delivering CRM strategies across the company encouraging customer retention and customer loyalty.
- Make telephone calls with the prospect of arranging key appointments in the Middle East, Africa and Turkey.
- Keep accurate and detailed records of calls made and results achieved.
- Understand and manage personal performance on a daily basis.
- Maintain confidentiality of all relevant information related to clients, ttm and know-how of the business.
- Act as a representative of the client and represent their interests at all times.

**Skills and Personal Qualities:**

- Project management skills; Be able to manage different projects at the same time
- Attention to detail, high level of accuracy;
- Being both creative and analytical, maintaining an enthusiastic spirit;
- Ability to work independently;
- Creative problem solving
- Resourcefulness
- Analytical
- Excellent researcher
- Customer service focus;
- Be a good listener, able to respond to results and customers research
- Good communication skills, good written English;
- Be energetic and passionate about the company brand
- Good understanding of Word, Excel and PowerPoint.

We offer attractive payment schemes, social insurance & fast-track learning & personal development.  
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