

TOBA - Project Manager

TOBA... SayÂ what?

TOBA is a Belgian company that offers intelligent and intuitive software solutions for workforce planning, where we ensure optimal resource utilization, seamlessly combined with employee satisfaction and well-being, and a smooth flow of payroll data to the payroll administration.

We are "a solid partner for flexible solutions". Our mission is to be a reliable partner who thinks along with our customers and who tailors their software flexibly such that it works for them. We do this with a team of dedicated professionals who care for each other and for our customers.

TOBA consists of a very close team of +/- 50 employees in which cooperation is the key to our success. To complete our dream team, we are looking for a **Project Manager**.

What's the job?

As a **Project Manager** at TOBA, you are responsible for our team of Dutch speaking project consultants who parameterize the software according to the processes and customer wishes. Your responsibilities include:

- Project planning of your team: estimate project duration and progress based on the projects sold, put them on the schedule and assign the most suitable consultant.
- By working closely with the sales team, anticipating the workload of the team and organizing both recruitment and training in such a way that there are sufficient people and the right competencies in the team.
- Be the point of contact for sales back-office, invoicing and legal in case of questions - usually initiated by the customer - regarding the project.
- Managing the customer relationship during project implementation with a focus on contractual agreements and monitoring project implementation and timing. Managing a project includes:
 - First contact with the customer for initial agreements and conducting a kick-off
 - Systematic project follow-up meetings depending on the milestones of the project
 - Expectation management on both sides: what does the customer expect from us and what do we expect from the customer?

- Managing escalations and complaints, including those about invoicing
- Coach your team and implement the agreed project methodology.
- After completion of the project, you are responsible for a proper transfer from project mode to support mode.
- Taking charge of or participating in structural projects internally within Toba linked to your role, e.g. optimizing the project management methodology used.
- Managing and tracking project progress.
- Ownership of projects in terms of budget, timing, deadlines and implementation.
- Striving for optimal customer satisfaction.
- Report and evaluate the key indicators of projects - such as billability, lead time, respecting agreed timings and satisfaction - and your team - such as satisfaction, cost, attrition, etc.

Who are you?

Of course there are a number of musts for this job. Even more important than the list below is your desire and drive to go for it together!

- You have solid relevant experience in managing and executing projects in a customer-facing project management role.
- You enjoy developing customer relationships and you ensure the smooth running of projects.
- You like to work in a solution-oriented and systematic manner.
- You are well organized and can withstand the pressure of performing several tasks simultaneously and meeting deadlines.
- You can express yourself fluently in Dutch and French.
- Our office in Ghent or Zaventem is easily accessible for you.
- You are an initiator and enthusiastic to grow your career at TOBA.

What's in it for you?

We offer you a salary package with a gross salary tailored to your experience with great extra-legal benefits such as a company car with fuel or charging card, a fixed (net) allowance, smartphone with subscription, hospitalization and group insurance, meal vouchers, home office after training period, 12 days off granted due to a reduction of working time, an extra day of leave for your birthday and an end-of-year bonus. On top of that, you can benefit from our cafeteria plan, which offers more flexibility in putting together your salary package.

You get the opportunity to be part of and play an important role in a company in full growth. We offer a stimulating working environment in which you can develop your skills and where there is room for personal growth.

We provide coffee during an introductory meeting, so that we can convince each other.

We look forward to meeting you!

<https://www.tobahrsolutions.be/>