



Job Description

Senior Project Manager

Department: Customer Success

Type: Permanent

Location: US Remote

Hours: 40 hours per week

Reports to: Clinical Customer Success

Salary: Competitive

Posted: April 2021

Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

About the role

At Castor, we're all committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for academic and commercial researchers worldwide. You've found yourself a company with a true purpose.

Our 'Customer Success team' advises and supports thousands of Castor users from all over the world, ensuring that they get the best out of our products. We're on the lookout for a talented Senior Project manager to join our team.

The Senior Project Manager is responsible for delivering customer projects on time, on budget, within the contracted scope, and with the highest level of quality. This role is responsible for maximizing the customer's satisfaction with Castor by providing the best possible customer journey. A key component of success will be your ability to roll up your sleeves and effectively prioritize key activities while keeping the overall customer experience at top of mind.

What you'll be doing

- Perform accurate and timely maintenance of key project administrative data such as timesheets, project status, timelines, project milestones, risks, etc;
- Providing project leadership across multiple client projects (study builds, custom integrations, data migrations, etc.);
- Work with internal and partner resources to ensure all deliverables are of the highest quality and are delivered on time and on budget with limited senior management guidance;
- Provide clear, effective, and timely internal and customer-facing communications, escalation paths, and processes;
- Collaborate with external partners and manage their activities and deliverables as needed to ensure the client receives a streamlined, high quality experience;
- Contribute to Professional Services best practices;
- Achieve targeted customer satisfaction measures on your assigned projects;
- Act as an advocate for the customer for new features and product defects;
- Actively collaborate with other members of the Castor team to remove customer roadblocks and frustrations;
- Proactively mentor, coach and share your expertise with team members.

What you'll bring

You'll definitely have:

- Extensive experience of Project Management in a fast-paced SaaS company.;
- Knowledge of clinical trial software experience, working within the pharma environment or as part of a team within a CRO;
- A passion for positive, customer-focused outcomes achieved with a high degree of ethics and integrity;
- Highly organized with a strong attention to detail;
- Manages commitments effectively, meets deadlines and keeps customers up to date;
- Able to plan, lead, facilitate, and document effective meetings.
- A collaborative and resourceful approach, with a “can do” attitude and voracious appetite to learn and grow;
- Demonstrated maturity and highly effective techniques of advocacy, persuasion, presentation, conflict/escalation management, and communication;
- Strong interpersonal skills, including demonstrating patience, flexibility, consideration, diplomacy, tact, and confidence;
- An excellent command of the English language with a strong set of communication skills, including listening, writing, proof-reading and speaking.

It would be good if you had:

- A solid understanding of medical terminology, specifically in the clinical trials space;
- Ability to understand clinical protocols and translate these into client requirements/scope;
- Knowledge of the data management process;
- PMP, PRINCE2, or other Project Management certification;

Your main contact for this vacancy:



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Talent Partner

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