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Job Details

Requisition Number	20-0647
Post Date	11/13/2020
Title	Project Manager, Project Management Office
Department	Financial Planning & Analysis
City	Honolulu
State	HI
Part-Time	No
Part-Time Weekend	No
Description	At Hawaiian Airlines, we are all about welcoming our guests with Hawaiian hospitality and aloha, and taking care of our people, our home and the communities we serve. Join our 'ohana and be a part of an exciting team of professionals dedicated to serving our kama'āina and introducing our islands to the world!

Position Overview

The mission of the Project Management Office (PMO) is to provide best-in-class program and project management services to the enterprise through strong partnerships, robust communication, organization & discipline, and extensive risk management.

Project Managers are professionals demonstrated success working in key project delivery roles and who have a desire to manage projects that help Hawaiian Airlines achieve its strategic goals.

Project Managers work within the Project Management Office (PMO), under the direction of a PMO Senior Manager. At any given point in time, Project Managers may work with other program/project managers on high-complexity, high-visibility projects within a matrixed organizational structure or independently on multiple low/medium complexity project.

Key Responsibilities

Key responsibilities include, but are not limited to, the following:

- Through a structured delivery approach based on best practices and industry standards, manage all stages of the HA project lifecycle (Problem Assessment, Analysis, Design, Execution, and Closure) to ensure project objectives, timelines, and deliverables are being met.

- Process Adherence: Be a steward and advocate of the HA project delivery process by demonstrating a firm understanding of the process and adhering to the project manager responsibilities through all project stages (including governance and control).
- Technical Competency: Demonstrate a basic understanding and utilization of project management concepts, techniques, tools, and methods that result in project performance improvements.
- Communication: Manage the communications associated with the project through both written and verbal means to ensure that right people have the right information at the right time.
- Leadership & Business Knowledge: Act as a project leader by demonstrating expected business knowledge, operating autonomously, and engaging with senior leaders.
- Facilitation/ Conflict Management: Facilitate broad meetings or support facilitated workshops to ensure progress and achieve project objectives. When conflict arises, act as a mediator to diffuse tensions amongst stakeholder groups and identify a resolution.
- Risk Management: Identify, understand, and articulate what could go wrong and put in place proactive mitigation plans to reduce or eliminate the probability of occurrence.
- Foster relationships across functions and levels of the organization
  - Collaborate with individuals at all levels across the organization
  - Foster positive and constructive relationships with project team members and stakeholders by respecting the persons and promoting diversity of thought
  - Demonstrate open and empathetic communication and strong interpersonal skills
  - Keep the project team(s) on track by managing the message
  - Remain composed in stressful situations when project progress, workload, or resource allocations are less than ideal
- Enrich the delivery capabilities and overall performance of the PMO
  - Be accountable; take responsibility for individual actions and encourage others to do the same
  - Support the company's and department's strategy and values
  - Promote unity by demonstrating confidence in self and peers
  - Place the success of the team over success of the individual
  - Support the continuous assessment and improvement of PMO frameworks, processes, and practices; identify opportunities for improvement
- Other duties as assigned

Requirements

Minimum Requirements

- Education: Bachelor's degree or equivalent combination of work experience and education
- Project experience: Three-years professional experience serving in a key project delivery role
- Partnership & Collaboration:
  - Ability to build lasting relationships based on mutual respect, to engage project team members, and to positively influence others to work collaboratively to define objectives and to achieve goals
  - Ability to hold deliverable owners accountable to quality execution in the agreed timeframe without damaging the relationship
- Leadership: Ability to operate autonomously when provided with clear direction and defined boundaries
- Technical Competency: Demonstrated understanding of project management frameworks and artifacts
- Problem Solving: Ability to identify and structure problems, prioritize issues, develop solutions, plan and conduct work, process information, and place information into a relevant context or framework
- Communication:
  - Experience delivering written and verbal messages in a structured manner to provide status updates, enable progress, to discuss risks and issues, or to facilitate decision making
  - Demonstrated ability to identify salient points to achieve objectives and to tailor communications to the audience
  - Experience setting an agenda to interview and elicit information from subject matter experts

- Experience facilitating broad meetings or supporting facilitated workshops to achieve a defined goal
- Change Management: Understanding of change management principles
- Project management tools: Ability to build and maintain project schedules using Microsoft Project; high degree of proficiency with Microsoft Office tools (e.g., Word, Excel, PowerPoint)
- Other: Must be legally authorized to work in the United States for any employer without sponsorship; must pass a background check and pre-employment drug test

Preferred Qualifications

- Two-years professional experience in a project management capacity (on minimally complex individual projects, or multiple concurrent projects of lesser complexity)
- Professional experience as a Business or Data Analyst with previous work or background in requirements development, elicitation, or data analysis
- Experience with SCRUM/Agile, Waterfall, and Hybrid software development lifecycle methodologies
- Airline or related industry experience
- Project Management Professional (PMP) certification
- Continuous Improvement or Lean Six Sigma Belt Certified
- Proficiency with Microsoft collaboration and online project management tools (e.g., Teams, SharePoint, and Project Online

About Hawaiian Airlines

Hawaiian® has led all U.S. carriers in on-time performance for each of the past 16 years (2004-2019) as reported by the U.S. Department of Transportation. Consumer surveys by *Condé Nast Traveler*, *Travel + Leisure* and *TripAdvisor* have placed Hawaiian among the top of all domestic airlines serving Hawaiʻi.

Now in its 92nd year of continuous service, Hawaiian is Hawaiʻi's biggest and longest-serving airline. In 2019, Hawaiian offered nonstop flights between Hawaiʻi and more U.S. gateway cities (13) than any other airline, along with service connecting the islands with Japan, South Korea, Australia, New Zealand, American Samoa and Tahiti. As a result of the COVID-19 pandemic, Hawaiian is offering an adjusted schedule of daily flights within the Hawaiian Islands, and between Hawaiʻi and the U.S. mainland as well as Japan.

The airline is committed to the health and safety of its guests and employees and has reinforced enhanced cleaning procedures across its business. While the experience may be a little different, the authentic Hawaiian hospitality remains unchanged. Additional details on how Hawaiian is keeping guests and employees safe can be found at HawaiianAirlines.com/KeepingYouSafe.

Hawaiian Airlines, Inc. is a subsidiary of Hawaiian Holdings, Inc. (NASDAQ: HA). Additional information is available at HawaiianAirlines.com. Follow Hawaiian's Twitter updates (@HawaiianAir), become a fan on Facebook (Hawaiian Airlines), and follow us on Instagram (hawaiianairlines). For career postings and updates, follow Hawaiian's LinkedIn page.

For media inquiries, please visit Hawaiian Airlines' online newsroom.

proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

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