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Job Details

Requisition Number	20-0646
Post Date	11/13/2020
Title	Senior 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.

Senior Project Managers are seasoned project management professionals with diverse project experiences, highlighted by a gradually increasing degree of project complexity, scope, and strategic importance.

Senior Project Managers work within the Project Management Office, under the direction of a PMO Senior Manager. At any given point in time, Senior Project Managers are either working independently on high-complexity, high-visibility project(s) within a matrixed organizational structure or as a member of a team of project managers, reporting to a program manager, managing a project within a complex, multi-year program.

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) and by holding others accountable to their responsibilities.
- Technical Competency: Demonstrate an advanced understanding and utilization of project management concepts, techniques, tools, and methods that result in project performance improvements
- Communication: Deliver clear, articulate, and succinct project communications through both written and verbal means. Ensure the right people have the right information at the right time. Distill complex ideas into their simplest form and drive decisions and actions by breaking down complex topics so all parties understand.
- Leadership & Business Knowledge: Act as a project leader and change agent by demonstrating expected business knowledge, operating autonomously, engaging with senior leaders, and motivating others to perform at their best.
- Facilitation/ Conflict Management: Facilitate brainstorming, ideation, decision making, problem solving, lessons learned, and other workshops/broad meetings 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. Manage the message to keep focus on the key risks or issues.
- Foster relationships across functions and levels of the organization
 - Establish a reputation for collaboration through openness and empathy
 - Foster positive and constructive relationships with project team members and stakeholders by respecting the persons and promoting diversity of thought
 - Employ an objective approach to decision making and an awareness of politics without getting mired in them
 - Remain composed when project progress, workload, or resource allocations are less than ideal, and stress can be sensed across project stakeholders
 - Display resiliency when assignments appear difficult or complex, and when dealing with uncertainty or ambiguity
- Enrich the delivery capabilities and overall performance of the PMO
 - Embody accountability by taking responsibility for individual actions and encouraging 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
 - Deepen project management expertise by supporting the continuous assessment and improvement of PMO frameworks, processes and practices
 - Support the professional growth of fellow project managers by providing informal leadership, guidance, and mentoring if needed
- 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 as a project manager, managing large, complex individual projects
- 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, to achieve aggressive goals, and to facilitate timely and relevant decision making.
- Ability to hold deliverable owners accountable to quality execution in the agreed timeframe, proactively and autonomously remediating gaps, without damaging the relationship
- Leadership:
 - Ability to operate autonomously in a vague or obtuse environment with little direction
 - Experience leading a complex effort in a matrixed environment, providing situational context and clear direction to core team/working group members, and empowering them to perform expected responsibilities
 - Ability to retain composure while coping with uncertainty, risk, and competing priorities
- Technical Competency:
 - Demonstrated use of project management frameworks, deliverables, and artifacts in complex contexts
 - Experience defining and gaining alignment on project objectives and scope
- Problem Solving: Proficient ability to identify and structure complex problems, rapidly prioritize issues, develop solutions, plan and conduct complex work, process information quickly, and place information into an intuitive context or framework
- Communication:
 - Experience delivering clear and concise, 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 communicate salient points to achieve objectives, while managing differing points of view and tailoring communications & style to the audience
 - Experience crafting clear, visual, executive-level presentations and delivering executive briefings
 - Experience facilitating broad meetings and individual interviews to elicit information from subject matter experts and summarizing key outcomes from sessions in visual and text form
- Change Management: Demonstrated use and application of change management principles
- Project management tools: Advanced 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

- Five-years professional experience as a project manager, managing large, complex individual projects or managing complex projects within a larger programmatic effort
- 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 and/or experience overseeing multi-functional project teams
- 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 Hawai'i.

Now in its 91st year of continuous service, Hawaiian is Hawai'i's biggest and longest-serving airline. In 2019, Hawaiian offered nonstop flights between Hawai'i 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 Hawai'i 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](https://www.hawaiianairlines.com/KeepingYouSafe).

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

For media inquiries, please visit Hawaiian Airlines' [online newsroom](#).

- Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities.
- Please view Equal Employment Opportunity Posters provided by OFCCP [here](#).
- The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, 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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