



Project Manager

Reports to: Manager, Product Development and Project Management

FLSA: Exempt - Full Time

City/State: Remote, Tennessee and Arkansas

Description: **GENERAL DESCRIPTION OF POSITION**

The Project Manager is responsible for the direction, coordination, implementation, control, and delivery of instructional, analytic, and performance improvement programs for association-based clients. This position will manage a broad and diverse range of responsibilities and assignments, both internally and externally, related to program development, client service delivery and overall performance improvement. Work may entail aspects of instructional and e-learning development for adult learners as well as business case projection for new and existing services. This position will work as a team with other Project Managers, and independently, to achieve service delivery, client satisfaction, and outcomes. This position additionally interacts with the Lead Project Manager, Manager and Director on strategic planning and business growth initiatives. Accountabilities include revenue/net income goals for multiple budgets, rollout deadlines and client satisfaction with joint accountability for company-wide leadership goals.

Requirements: ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate internal resources and third parties/vendors for flawless execution of projects and programs that are delivered on-time, within scope and within budget.
- Develop project scopes, objectives, and budget, involving all relevant stakeholders, to ensure feasibility.
- Efficiently manage existing, new, or unplanned projects or programs with agility, flexibility, standardization, and monitoring.
- Remain abreast of best practices and regulatory changes relevant to key program areas.
- Utilize data-driven results, research, environmental scans, customer feedback, and other sources to recommend future program development, advance performance for CGi and clients, and drive operational efficiency within the company.
- Collaborate with all departments to foster client satisfaction and goal attainment.
- Oversee recurring webinars for programs and provide customer training and support.
- Manage data with reporting and distribution to clients to ensure benchmarks are updated biannually.
- Manage accounts to monitor engagement, resolve data submission problems, and onboard new clients.
- Work to continuously and strategically improve programs through a review of systems, product functionality, program enhancements, and process flows.

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited college or university
- Minimum of 3 years work experience, preferably in the association industry
- Demonstrated project and/or program management, creative problem-solving skills, and a history of achieving outcomes



COMMUNICATION AND CRITICAL COMPETENCIES

- Superior attention to detail, organization, and follow through
- Excellent communication capability across all levels of the organization, and strong interpersonal skills with exceptional ability to build credibility and positive relationships across all work groups
- Relentless focus on clients' needs and consistent raising of the bar on service excellence
- Ability to absorb high volume of information from a variety of sources and to synthesize key elements for anticipating organizational needs
- Exceptional ability to build credibility and positive relationships across all work groups
- Ability to deal with ambiguity with strategic thinking, superb time management, judgment, and problem-solving skills
- Demonstration of a high level of integrity and ethics with superb judgment and maturity to manage sensitive information with care and confidentiality
- Ability to demonstrate knowledge, confidence, and professionalism, including in high pressure situations and with both internal and external clients and stakeholders
- Ability to thrive in a fast-paced, collaborative environment with a high comfort level in being accountable for decision making
- Capability for versatility, flexibility, and working within constantly changing priorities with enthusiasm
- Collegial, team-oriented, willing to pitch in as needed, and support challenges with an elevated level of flexibility

SOFTWARE SKILLS REQUIRED

- High Proficiency: Microsoft Office Suite (Word, Outlook, Excel, PowerPoint)
- Experience and proficiency with project management applications and toolkits
- Familiarity with eLearning software and/or learning management systems, preferred
- High comfort level with adoption of new technology, software, or applications

EXPECTED TRAVEL

Availability for 10% travel per year including some weekends

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit, and business need.