Instructional Design/Client Success Manager (Remote)

Full-Time and Remote Position: Qualified candidates located in the continental U.S. will be considered.

SkillBurst Interactive is seeking an Instructional Design/Client Success Manager (CSM) to join its remote team. In this role, you will directly support our team and clients in all aspects of client service and project management to ensure seamless development and delivery of custom client-facing elearning solutions.

Ideal Candidate Skills:
- Strong project and task management skills and an ability to independently plan, prioritize, and manage a series of tasks and requirements on multiple, simultaneous projects.
- Exceptional listening and verbal communication skills, with the ability to convey instructional concepts clearly and concisely.
- Relevant experience in end-to-end project management, coordination, and quality assurance, ideally associated with elearning projects.
- Highly organized with an ability to manage various client accounts, projects, and tasks in different stages of development.
- A keen eye for detail and an ability to conduct consistently thorough quality reviews.

Position Responsibilities:
- **Nurture and manage client relationships.**
  - Demonstrate a deep understanding of each client and the tailored services we provide.
  - Meet with clients to understand their evolving needs. Nurture each relationship by providing personalized services and support. Look for ways to meet their needs and exceed expectations.
  - Effectively manage and facilitate the creation of custom elearning. Work collaboratively with clients to understand their requirements and internally liaise to gauge the effort, team members, and associated cost estimate.
  - Respond to client inquiries with efficiency and promptness, positioning yourself as a trusted advisor. Go beyond basic query resolution and offer proactive insights that align with the client's goals to enhance their overall experience.
- **Support end-to-end management of custom elearning projects and engagements.**
  - Manage project intake process, and coordinate and communicate next steps.
  - Partner with clients and internal team to facilitate the creation of engaging and effective learning experiences.
  - Facilitate smooth kick-off experiences by guiding clients through the process and addressing any initial questions or concerns.
  - Plan, coordinate, schedule, assign, and review work performed by others, including developed scripts and elearning, to ensure the concepts and requirements envisioned were accurately brought to life.
  - Effectively communicate and collaborate with subject matter experts, SkillBurst clients, internal team members, and external contributors, to ensure the successful development delivery of custom elearning solutions.
  - Manage all media requirements, including preparing final scripts for narration and quality reviews of audio.

- o Identify and discuss challenges or concerns with leadership, proactively supporting risk mitigation and resolution.
  - o Partner with the team to appropriately schedule tasks, manage team resources, and provide frequent and timely updates.
- **Support an organized and well-maintained work environment by following and contributing to internal processes.**
  - o Maintain "living" client records, documenting client- and project-specific details for a large volume of projects, clients, and developers.
  - o Independently lead projects and provide team-wide support across concurrent client requests and project assignments.
- **Partner with internal team members and external clients to deliver amazing service while adding value in every interaction and with every step of the process.**
  - o Delight clients with the quality, timeliness, and value of our products and services.
  - o Anticipate client needs and provide thorough, thoughtful, and professional communications.
  - o Conduct remote meetings with clients for kickoff calls or status updates.
  - o Schedule, conduct, and communicate regular status updates.

Required experience and proficiency:
- 3+ years in customer and client service.
- 3+ years in project management or coordination.
- 2+ years in quality review, proofing, and/or editing of scripts and elearning.
- Intermediate+ proficiency in Microsoft Office Word & Excel.
- Instructional design, educational technology, or a related field experience is a plus.
- Law firm and legal industry experience is a plus.

About Us
SkillBurst Interactive, an award-winning small business, specializes in creating engaging self-paced elearning experiences for global legal, financial, and retail industries as well as the public sector. From our award-winning off-the-shelf customizable SkillBurst® modules to our truly custom elearning solutions, we empower clients to deliver on-demand excellence across their organizations – and to their clients. We deliver elearning that our clients are truly proud to call their own – with a level of client service that our clients rave about. Learn more about us at www.SkillBurst.com

Our team is comprised of creative, entrepreneurial self-starters, all of whom work remotely. We are highly creative and productive without the distractions of a commute or office environment. This is a small company so everyone has the opportunity to make a significant impact as well as to grow their skills to advance within the company.

To learn more about us and explore samples of our work, visit www.SkillBurst.com

We are immediately hiring for a full-time position.
To be considered, please submit **ALL** of the following items via http://skillburst.com/careers

(1) **RESUME**
(2) **WHY YOU?** Why you feel you'd be a great fit for this role.