

Client Solutions (Project) Manager

Location: Remote. Candidates located in the U.S. Eastern or Central time zone will be considered.

Do you enjoy building client relationships with a laser-focus on providing exceptional client service?

Do you thrive in a fast-paced environment where you can effectively plan, prioritize, and manage multiple tasks on simultaneous projects?

Are you known for your attention to detail and organizational skills?

Are you able to adapt to changing requirements with agility and ease and without becoming overly stressed or discouraged?

Would you be highly engaged and productive working as part of an entirely remote team?

If so, this may be the role for you.

Creator of the SkillBurst®, SkillBurst Interactive is an award-winning small business whose primary focus is the creative design, development, and implementation of interactive, engaging self-paced e-learning experiences for some of the biggest and most respected names in the 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 e-learning solutions, we enable our clients to deliver on-demand excellence across their organizations – and to their clients – around the globe. We deliver e-learning 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.

We are currently looking for an exceptional **Client Solutions Manager (CSM)** to join our team. In this role, you'll directly lead, manage, and coordinate all aspects of e-learning design, development, and delivery, while ensuring the highest-quality deliverables and service to our growing base of clients.

Responsibilities:

The **CSM** will play a key role in the management, execution and delivery of custom e-learning services and solutions to our clients and will perform a wide variety of project management functions. In this role, you will directly support our client-facing Custom SkillBurst® Development services. (Learn more at <http://www.skillburst.com/transform>.)

In this role, you will:

- Manage the end-to-end process of creating custom e-learning programs for clients
- Manage dedicated client portfolios, while building stellar client relationships
- Work with clients – and with our own Client Solutions Director – to understand each client's needs and objectives, their target audience and level of sophistication, the context, the topic, and the messages that need to be conveyed in each course
- Interface with clients regularly to guide them through the e-learning design and development process, review source materials (as appropriate), understand and manage expectations, answer questions, make recommendations, and update them regularly
- Schedule and conduct kick-off calls with new and existing clients to discuss new projects
- Pro-actively identify and communicate any foreseen challenges or issues throughout the project's lifecycle
- Plan, coordinate, assign, schedule and review various aspects of the work performed by others (script and content development, module development and edits, internal reviews, client reviews, etc.)

- Interface with members of the SkillBurst team and external contributors, ensuring that all team members have the information, guidance, and direction they need to deliver on those expectations efficiently and effectively
- Work with our content and e-learning developers to review the finished products and ensure that the concepts you and the client envisioned were appropriately brought to life in the finished module
- Ensure all interim and final deadlines are met (or exceeded) and that projects are completed within budget
- Provide data and logistics management support across a variety of systems and resources for a large volume of projects, clients, and developers
- Leverage organizational and communication skills to provide team-wide support on a variety of tasks which may include concurrent client requests and project assignments

Required experience and proficiency

- Project management or coordination (3+ years)
- Training and/or e-learning coordination (1+ years)
- Microsoft Office Word & Excel (Intermediate+)
- Law firm experience is a plus

Are You the Ideal Candidate?

The ideal candidate will:

- have strong project and/or logistics management skills and an ability to effectively and independently plan, prioritize, and manage a series of tasks and requirements on multiple simultaneous projects
- have strong listening and verbal communication skills – including an ability to “listen between the lines” so they can hear and interpret what a client is requesting even if the client doesn’t know the right words to use, and so that appropriate guidance and direction is provided to internal teammates as well
- have direct relevant experience with the end-to-end management, tracking, and quality assurance associated with learning development projects
- be highly organized, so they can effectively manage various projects, and their associated tasks, in different stages of development
- have strong writing, proofing, and editing skills, to readily review and edit existing scripts in a way that will mesh seamlessly with the existing content and convey the messages clearly, concisely, and accurately
- have a strong eye for detail, and an ability to conduct consistently thorough quality reviews so that any errors or inconsistencies can be addressed and corrected prior to client delivery
- thrive in the creative, high-paced nature of a growing small business
- be proficient with the Microsoft Office suite of products (Word, Excel, and PowerPoint)
- work relatively independently to apply sound business judgment, make decisions, and move projects forward without significant involvement from other team members
- appreciate both the benefit and the responsibility that comes with being an integral part of a high-performing virtual team
- have a good sense of humor and enjoy interacting remotely with coworkers and client

To be considered, please submit the following items via <http://skillburst.com/careers.html>

- (1) Your resume
- (2) Your brief thoughts on why you think you’d be a good fit for this role

To learn more about us, visit www.SkillBurst.com

*SkillBurst Interactive, a division of LearnVibe LLC, is an equal opportunity employer.
Applicants have rights under Federal Employment Laws.*

No agencies and No phone calls please.