



Custom Solutions Project Manager

The Center for Leadership Studies (CLS) is seeking a highly skilled Custom Project Manager to contribute to the conditions for success of multifaceted projects with diverse client groups. CLS projects involve many different stakeholders, tasks and subtasks, dependencies and variables. The responsibilities of the Custom Project Manager include the coordination and completion of projects on time and within budget and scope while acting as the single point of contact for all custom project-related questions internally. The Custom Project Manager supports the initial phases of custom projects by helping the Enterprise Account Executive and Account Managers refine the opportunity to scope pricing and resources needed, communicating project requirements to the Custom team resources, and supporting the Senior Instructional Designer through the initial design phase. Overall project aspects include overseeing project plans from inception to completion for all Custom solutions, setting deadlines, assigning responsibilities, monitoring progress and always summarizing the current status of project progress. In addition, a Custom Project Manager is required to provide transparency and reports to upper management regarding the status of all projects.

The Custom Project Manager will report directly to the Senior Director of Custom Solutions. Oftentimes, the Senior Director of Custom Solutions will look to the Custom Project Manager for resourcing input and suggestions for further efficiencies across the Custom Solutions team. A successful candidate in this role will be organized, efficient and a strong communicator.

Key Responsibilities:

- Execute custom projects through proper resourcing and adequate project management, including on-time delivery within scope and budget
- Assist development of client quotes and scope of work (SOW) process

- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring feasibility to execute the Custom solution with proper resourcing and adequate project management
- Coordinate internal and contract resources and third parties/vendors for the execution of projects, ensuring availability and allocation of resources
- Manage day-to-day operational aspects of all assigned projects, including balancing the product development workload with capacity, keeping the project team well informed of project changes and implications of change while maintaining comprehensive project documentation
- Ensure that all projects are delivered on time, within scope and budget by consistent tracking and reporting of team hours and expenses on a regular basis
- Oversee quality assurance procedures and assist with executing quality assurance procedures
- Analyze, assess and minimize risk on all projects. This includes partnering with team members and clients when projects increase in scope and require pricing adjustments
- Review final deliverables as a final quality check
- Ensure appropriate completion of tasks associated with fulfillment and shipment to clients
- Upon completion of the project, ensure documents are complete, current and stored appropriately with strong customer service in mind
- Other duties as assigned by Management

Requirements:

- Bachelor's degree required or equivalent experience
- Three to five years of minimum experience in project management
- Project management software experience
- General understanding of adult learning theory, instructional design, e-learning, mobile learning, learning management systems and internet portals in order to scope projects and understand project management needs for related projects
- Proficient with MS Office Suite



- Good prioritization skills with a sense of urgency to accomplish tasks and projects
- Exceptional leadership and communication skills, both verbal and written, demonstrated by ability to interact with other team members
- Team-oriented with a desire to pitch in where needed for the good of the business and customer
- Ability to thrive in a very fast-paced and dynamically changing environment
- Superior organizational skills and attention to detail
- Customer-oriented mentality
- Sense of ownership and pride in work

Preferred Requirements:

- Currently living in the Raleigh/Durham area
- Prior leadership or training industry experience
- Project Management Professional (PMP)® certification

Company Culture and Benefits:

The CLS is a performance-based culture built on trust and respect. We offer a competitive and attractive compensation package, including:

- Comprehensive medical benefits/coverage
- Flexible time off
- Flex time and flexible workplace options
- Paid maternity and parental leave
- Generous annual holiday calendar
- Educational assistance
- Highly collaborative and positive workplace
- A company focus on culture



Company Overview:

For more than 50 years, The Center for Leadership Studies, founded by Dr. Paul Hersey, has been the global home of the original Situational Leadership® Model. With over 14 million leaders trained, Situational Leadership® is the most successful and widely adopted leadership model available. Deployed in more than 70% of Fortune 500 companies, Situational Leadership® transcends cultural and generational differences and equips leaders around the globe with the skills necessary to address a specific challenge, drive behavior change and increase productivity. CLS' diverse product portfolio includes a comprehensive off-the-shelf leadership curriculum founded on our proven, research-based competency model. In addition, CLS has more than 25 years of experience designing and developing award-winning custom training solutions.

CLS services customers both domestically and internationally through an extensive network comprised of over 200 learning professionals in more than 35 countries. Our global affiliates and facilitators understand the nuances present in each culture, allowing for the delivery of innovative, high-quality training programs in localized languages.

Our Values:

At The Center for Leadership Studies, we view each customer opportunity as a long-term partnership. In such relationships, we believe that the values of the people that you choose to do business with can have an equal impact on the success of your learning endeavors as can the technical skill sets. Put a different way, we feel it is important for you to know who we are and what we stand for. Below are the values we strive to live by each day. They represent the expectations that we have for each and every CLS team member:

Be Responsive: Service is Inside and Out

Do what you say you are going to do when you say you are going to do it. Do not over promise and never under deliver.



Embrace Teamwork: Invest in Others

Strive to continually develop and nurture your base of personal power.

Own Your Actions: Take Personal Responsibility

Follow through on your commitments with relentless attention to detail, completion and results.

Maintain Your Integrity: Do the Right Thing

Communicate openly and honestly: Develop a reputation grounded in personal and professional credibility.

Have Fun: Take a Minute to Smile

Enjoy the journey (celebrate victories; keep setbacks in their proper perspective). Embrace the fact that work and fun are NOT mutually exclusive terms.

For additional information, please direct inquiries to

jobs@situational.com.